

ORDER FOR SUPPLIES OR SERVICES

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IMPORTANT: Mark all packages and papers with contract and/or order numbers.

1. DATE OF ORDER 04/12/2013		2. CONTRACT NO. (If any) GS-03F-0151X		6. SHIP TO: a. NAME OF CONSIGNEE OEI Tech, Ops & Planning/EDSD	
3. ORDER NO. EP-G13H-00561		4. REQUISITION/REFERENCE NO. PR-OEI-13-00437			
5. ISSUING OFFICE (Address correspondence to) HPOD US Environmental Protection Agency Ariel Rios Building 1200 Pennsylvania Avenue, N. W. Mail Code: 3803R Washington DC 20460				b. STREET ADDRESS US Environmental Protection Agency MC 2832T 1300 Pennsylvania Avenue, N. W.	
				c. CITY Washington	e. ZIP CODE 20460
7. TO: ANA MARIA CASTRO				f. SHIP VIA	
a. NAME OF CONTRACTOR CARTRIDGE TECHNOLOGIES, INC.				8. TYPE OF ORDER	
b. COMPANY NAME				<input type="checkbox"/> a. PURCHASE <input checked="" type="checkbox"/> b. DELIVERY REFERENCE YOUR: _____ Please furnish the following on the terms and conditions specified on both sides of this order and on the attached sheet, if any, including delivery as indicated.	
c. STREET ADDRESS P.O. BOX 9136 3014177202				Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above-numbered contract.	
d. CITY GAITHERSBURG		e. STATE MD	f. ZIP CODE 208989136		
9. ACCOUNTING AND APPROPRIATION DATA See Schedule				10. REQUISITIONING OFFICE HPOD	

11. BUSINESS CLASSIFICATION (Check appropriate box(es)) <input type="checkbox"/> a. SMALL <input type="checkbox"/> b. OTHER THAN SMALL <input type="checkbox"/> c. DISADVANTAGED <input type="checkbox"/> d. WOMEN-OWNED <input type="checkbox"/> e. HUBZone <input type="checkbox"/> f. SERVICE-DISABLED VETERAN-OWNED <input type="checkbox"/> g. WOMEN-OWNED SMALL BUSINESS (WOSB) ELIGIBLE UNDER THE WOSB PROGRAM <input type="checkbox"/> h. EDWOSB				12. F.O.B. POINT	
13. PLACE OF a. INSPECTION Destination		b. ACCEPTANCE Destination		14. GOVERNMENT B/L NO.	
				15. DELIVER TO F.O.B. POINT ON OR BEFORE (Date)	
16. DISCOUNT TERMS					

17. SCHEDULE (See reverse for Rejections)

ITEM NO. (a)	SUPPLIES OR SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	DUNS Number: (b)(4) The contractor's quote dated January 14, 2013, is hereby incorporated by reference. The incremental funding provided on this task order may be allocated among the various CLINs as necessary. Continued ...					

SEE BILLING INSTRUCTIONS ON REVERSE	18. SHIPPING POINT		19. GROSS SHIPPING WEIGHT		20. INVOICE NO.		17(h) TOTAL (Cont. pages)
	21. MAIL INVOICE TO:						
	a. NAME RTP Finance Center						\$11,437,800.00
	b. STREET ADDRESS (or P.O. Box) US Environmental Protection Agency RTP-Finance Center Mail Drop D143-02 109 TW Alexander Drive						\$11,437,800.00
c. CITY Durham				d. STATE NC	e. ZIP CODE 27711		17(i) GRAND TOTAL

22. UNITED STATES OF AMERICA BY (Signature)

23. NAME (Typed)
Bradley Austin
TITLE: CONTRACTING/ORDERING OFFICER

ORDER FOR SUPPLIES OR SERVICES
SCHEDULE - CONTINUATION

PAGE NO

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DATE OF ORDER	CONTRACT NO.	ORDER NO.
04/12/2013	GS-03F-0151X	EP-G13H-00561

ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	TOPO: Holly Fenderson Max Expire Date: 04/14/2017 Admin Office: HPOD US Environmental Protection Agency Ariel Rios Building 1200 Pennsylvania Avenue, N. W. Mail Code: 3803R Washington DC 20460 Accounting Info: 13--WR-H1DDIT1-ZZZHF8-2512-CCT00010--13H1CTS 011-001 BFY: 13 Fund: WR Budget Org: H1DDIT1 Program (PRC): ZZZHF8 Budget (BOC): 2512 Job #: CCT00010 DCN - Line ID: 13H1CTS011-001 Period of Performance: 04/15/2013 to 04/14/2017					
0001	Base Period, Phase-In Transition Support: This CLIN is issued on a firm fixed price basis. Contractor shall bill upon completion of the task. Incrementally Funded Amount: (b)(4) Period of Performance: 04/15/2013 to 04/14/2014				(b)(4)	
0002	Base Period, Managed Print Services: This CLIN is issued on fixed unit price basis and the stated ceiling is based on a maximum of 49,500,000 single-sided pages. Contractor shall bill monthly in accordance with the unit rate of (b)(4) and the Invoices clause of the task order. Incrementally Funded Amount: \$49,150.00 Period of Performance: 04/15/2013 to 04/14/2014				(b)(4)	
0003	Base Period, Device Discovery: This optional CLIN shall be exercised upon acceptance of a contractor's quote in response to a specific requirement and a modification to the task order. The price listed here is based on the contractor's proposal. Firm fixed price and time and Continued ...				(b)(4)	
TOTAL CARRIED FORWARD TO 1ST PAGE (ITEM 17(H))					(b)(4)	

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ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
0004	<p>materials pricing is permitted. Time and materials pricing shall be based on the fixed rates in Attachment 4 of this task order. Award Type: Time-and-materials (Option Line Item)</p> <p>Period of Performance: 04/15/2013 to 04/14/2014</p> <p>Base Period, Spend Analysis: This optional CLIN shall be exercised upon acceptance of a contractor's quote in response to a specific requirement and a modification to the task order. The price listed here is based on the contractor's proposal. Firm fixed price and time and materials pricing is permitted. Time and materials pricing shall be based on the fixed rates in Attachment 4 of this task order. Award Type: Time-and-materials (Option Line Item)</p> <p>Period of Performance: 04/15/2013 to 04/14/2014</p>				(b)(4)	
0005	<p>Base Period, Right-Sizing and Optimization: This optional CLIN shall be exercised upon acceptance of a contractor's quote in response to a specific requirement and a modification to the task order. The price listed here is based on the contractor's proposal. Firm fixed price and time and materials pricing is permitted. Time and materials pricing shall be based on the fixed rates in Attachment 4 of this task order. Award Type: Time-and-materials (Option Line Item)</p> <p>Period of Performance: 04/15/2013 to 04/14/2014</p>				(b)(4)	
0006	<p>Base Period, Training: This optional CLIN shall be exercised upon acceptance of a contractor's quote in response to a Continued ...</p>				(b)(4)	
TOTAL CARRIED FORWARD TO 1ST PAGE (ITEM 17(H))					(b)(4)	

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DATE OF ORDER 04/12/2013	CONTRACT NO. GS-03F-0151X	ORDER NO. EP-G13H-00561
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ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
0007	<p>specific requirement and a modification to the task order. The price listed here is based on the contractor's proposal. Firm fixed price and time and materials pricing is permitted. Time and materials pricing shall be based on the fixed rates in Attachment 4 of this task order. Award Type: Time-and-materials (Option Line Item)</p> <p>Period of Performance: 04/15/2013 to 04/14/2014</p> <p>Base Period, Emergency Support: This optional CLIN shall be exercised upon acceptance of a contractor's quote in response to a specific requirement and a modification to the task order. The price listed here is based on the contractor's proposal. Firm fixed price and time and materials pricing is permitted. Time and materials pricing shall be based on the fixed rates in Attachment 4 of this task order. Award Type: Time-and-materials (Option Line Item)</p> <p>Period of Performance: 04/15/2013 to 04/14/2014</p>				(b)(4)	
0008	<p>Base Period, Phase-Out Transition Support: This optional CLIN shall be exercised via modification to the task order and is issued on a firm fixed price basis. (Option Line Item)</p> <p>Period of Performance: 04/15/2013 to 04/14/2014</p>				(b)(4)	
0102	<p>Option Period 1, Managed Print Services: This CLIN is issued on fixed unit price basis and the stated ceiling is based on a maximum of 49,500,000 single-sided pages. Contractor shall bill monthly in accordance with the unit rate of (b)(4) and the Invoices clause of the task order. Continued ...</p>				(b)(4)	
TOTAL CARRIED FORWARD TO 1ST PAGE (ITEM 17(H))					(b)(4)	

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DATE OF ORDER 04/12/2013	CONTRACT NO. GS-03F-0151X	ORDER NO. EP-G13H-00561
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ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	(Option Line Item)					
0103	<p>Period of Performance: 04/15/2014 to 04/14/2015</p> <p>Option Period 1, Device Discovery: This CLIN shall be exercised upon acceptance of a contractor's quote in response to a specific requirement and a modification to the task order. The price listed here is based on the contractor's proposal. Firm fixed price and time and materials pricing is permitted. Time and materials pricing shall be based on the fixed rates in Attachment 4 of this task order.</p> <p>Award Type: Time-and-materials (Option Line Item)</p>				(b)(4)	
0104	<p>Period of Performance: 04/15/2014 to 04/14/2015</p> <p>Option Period 1, Spend Analysis: This CLIN shall be exercised upon acceptance of a contractor's quote in response to a specific requirement and a modification to the task order. The price listed here is based on the contractor's proposal. Firm fixed price and time and materials pricing is permitted. Time and materials pricing shall be based on the fixed rates in Attachment 4 of this task order.</p> <p>Award Type: Time-and-materials (Option Line Item)</p>				(b)(4)	
0105	<p>Period of Performance: 04/15/2014 to 04/14/2015</p> <p>Option Period 1, Right-Sizing and Optimization: This CLIN shall be exercised upon acceptance of a contractor's quote in response to a specific requirement and a modification to the task order. The price listed here is based on the contractor's proposal. Firm fixed price and time and materials pricing is permitted. Time and materials pricing shall be based on the Continued ...</p>				(b)(4)	
TOTAL CARRIED FORWARD TO 1ST PAGE (ITEM 17(H))					(b)(4)	

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ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
0106	<p>fixed rates in Attachment 4 of this task order. Award Type: Time-and-materials (Option Line Item)</p> <p>Period of Performance: 04/15/2014 to 04/14/2015</p> <p>Option Period 1, Training: This CLIN shall be exercised upon acceptance of a contractor's quote in response to a specific requirement and a modification to the task order. The price listed here is based on the contractor's proposal. Firm fixed price and time and materials pricing is permitted. Time and materials pricing shall be based on the fixed rates in Attachment 4 of this task order. Award Type: Time-and-materials (Option Line Item)</p> <p>Period of Performance: 04/15/2014 to 04/14/2015</p>				(b)(4)	
0107	<p>Option Period 1, Emergency Support: This CLIN shall be exercised upon acceptance of a contractor's quote in response to a specific requirement and a modification to the task order. The price listed here is based on the contractor's proposal. Firm fixed price and time and materials pricing is permitted. Time and materials pricing shall be based on the fixed rates in Attachment 4 of this task order. Award Type: Time-and-materials (Option Line Item)</p> <p>Period of Performance: 04/15/2014 to 04/14/2015</p>				(b)(4)	
0108	<p>Option Period 1, Phase-Out Transition Support: This optional CLIN shall be exercised via modification to the task order and is issued on a firm fixed price basis. (Option Line Item) Continued ...</p>				(b)(4)	
TOTAL CARRIED FORWARD TO 1ST PAGE (ITEM 17(H))					(b)(4)	

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ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
0202	<p>Period of Performance: 04/15/2014 to 04/14/2015</p> <p>Option Period 2, Managed Print Services: This CLIN is issued on fixed unit price basis and the stated ceiling is based on a maximum of 49,500,000 single-sided pages. Contractor shall bill monthly in accordance with the unit rate of (b)(4) and the Invoices clause of the task order. (Option Line Item)</p>				(b)(4)	
0203	<p>Period of Performance: 04/15/2015 to 04/14/2016</p> <p>Option Period 2, Device Discovery: This CLIN shall be exercised upon acceptance of a contractor's quote in response to a specific requirement and a modification to the task order. The price listed here is based on the contractor's proposal. Firm fixed price and time and materials pricing is permitted. Time and materials pricing shall be based on the fixed rates in Attachment 4 of this task order. Award Type: Time-and-materials (Option Line Item)</p>				(b)(4)	
0204	<p>Period of Performance: 04/15/2015 to 04/14/2016</p> <p>Option Period 2, Spend Analysis: This CLIN shall be exercised upon acceptance of a contractor's quote in response to a specific requirement and a modification to the task order. The price listed here is based on the contractor's proposal. Firm fixed price and time and materials pricing is permitted. Time and materials pricing shall be based on the fixed rates in Attachment 4 of this task order. Award Type: Time-and-materials (Option Line Item)</p> <p>Period of Performance: 04/15/2015 to Continued ...</p>				(b)(4)	
TOTAL CARRIED FORWARD TO 1ST PAGE (ITEM 17(H))					(b)(4)	

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ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
0205	<p>04/14/2016</p> <p>Option Period 2, Right-Sizing and Optimization: This CLIN shall be exercised upon acceptance of a contractor's quote in response to a specific requirement and a modification to the task order. The price listed here is based on the contractor's proposal. Firm fixed price and time and materials pricing is permitted. Time and materials pricing shall be based on the fixed rates in Attachment 4 of this task order.</p> <p>Award Type: Time-and-materials (Option Line Item)</p> <p>Period of Performance: 04/15/2015 to 04/14/2016</p>				(b)(4)	
0206	<p>Option Period 2, Training: This CLIN shall be exercised upon acceptance of a contractor's quote in response to a specific requirement and a modification to the task order. The price listed here is based on the contractor's proposal. Firm fixed price and time and materials pricing is permitted. Time and materials pricing shall be based on the fixed rates in Attachment 4 of this task order.</p> <p>Award Type: Time-and-materials (Option Line Item)</p> <p>Period of Performance: 04/15/2015 to 04/14/2016</p>				(b)(4)	
0207	<p>Option Period 2, Emergency Support: This CLIN shall be exercised upon acceptance of a contractor's quote in response to a specific requirement and a modification to the task order. The price listed here is based on the contractor's proposal. Firm fixed price and time and materials pricing is permitted. Time and materials pricing shall be based on the fixed rates in Attachment 4 of this task order.</p> <p>Award Type: Time-and-materials Continued ...</p>				(b)(4)	
TOTAL CARRIED FORWARD TO 1ST PAGE (ITEM 17(H))					(b)(4)	

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ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	(Option Line Item)					
	Period of Performance: 04/15/2015 to 04/14/2016					
0208	Option Period 2, Phase-Out Transition Support: This optional CLIN shall be exercised via modification to the task order and is issued on a firm fixed price basis. (Option Line Item)				(b)(4)	
	Period of Performance: 04/15/2015 to 04/14/2016					
0302	Option Period 3, Managed Print Services: This CLIN is issued on fixed unit price basis and the stated ceiling is based on a maximum of 49,500,000 single-sided pages. Contractor shall bill <u>monthly</u> in accordance with the unit rate of (b)(4) and the Invoices clause of the task order. (Option Line Item)				(b)(4)	
	Period of Performance: 04/15/2016 to 04/14/2017					
0303	Option Period 3, Device Discovery: This CLIN shall be exercised upon acceptance of a contractor's quote in response to a specific requirement and a modification to the task order. The price listed here is based on the contractor's proposal. Firm fixed price and time and materials pricing is permitted. Time and materials pricing shall be based on the fixed rates in Attachment 4 of this task order. Award Type: Time-and-materials (Option Line Item)				(b)(4)	
	Period of Performance: 04/15/2016 to 04/14/2017					
0304	Option Period 3, Spend Analysis: This CLIN shall be exercised upon acceptance of a contractor's quote in response to a Continued ...				(b)(4)	
TOTAL CARRIED FORWARD TO 1ST PAGE (ITEM 17(H))					(b)(4)	

ORDER FOR SUPPLIES OR SERVICES
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ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	specific requirement and a modification to the task order. The price listed here is based on the contractor's proposal. Firm fixed price and time and materials pricing is permitted. Time and materials pricing shall be based on the fixed rates in Attachment 4 of this task order. Award Type: Time-and-materials (Option Line Item) Period of Performance: 04/15/2016 to 04/14/2017					
0305	Option Period 3, Right-Sizing and Optimization: This CLIN shall be exercised upon acceptance of a contractor's quote in response to a specific requirement and a modification to the task order. The price listed here is based on the contractor's proposal. Firm fixed price and time and materials pricing is permitted. Time and materials pricing shall be based on the fixed rates in Attachment 4 of this task order. Award Type: Time-and-materials (Option Line Item) Period of Performance: 04/15/2016 to 04/14/2017				(b)(4)	
0306	Option Period 3, Training: This CLIN shall be exercised upon acceptance of a contractor's quote in response to a specific requirement and a modification to the task order. The price listed here is based on the contractor's proposal. Firm fixed price and time and materials pricing is permitted. Time and materials pricing shall be based on the fixed rates in Attachment 4 of this task order. Award Type: Time-and-materials (Option Line Item) Period of Performance: 04/15/2016 to 04/14/2017 Continued ...				(b)(4)	
TOTAL CARRIED FORWARD TO 1ST PAGE (ITEM 17(H))					(b)(4)	

ORDER FOR SUPPLIES OR SERVICES

SCHEDULE - CONTINUATION

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ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
0307	<p>Option Period 3, Emergency Support: This CLIN shall be exercised upon acceptance of a contractor's quote in response to a specific requirement and a modification to the task order. The price listed here is based on the contractor's proposal. Firm fixed price and time and materials pricing is permitted. Time and materials pricing shall be based on the fixed rates in Attachment 4 of this task order. Award Type: Time-and-materials (Option Line Item)</p> <p>Period of Performance: 04/15/2016 to 04/14/2017</p>				(b)(4)	
0308	<p>Option Period 3, Phase-Out Transition Support: This optional CLIN shall be exercised via modification to the task order and is issued on a firm fixed price basis. (Option Line Item)</p> <p>Period of Performance: 04/15/2016 to 04/14/2017</p> <p>The obligated amount of award: \$50,000.00. The total for this award is shown in box 17(i).</p>				(b)(4)	
TOTAL CARRIED FORWARD TO 1ST PAGE (ITEM 17(H))					(b)(4)	

*Environmental Protection Agency
Information Technology*

EZ Tech

Managed Print Services

Statement of Work



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Section 1: Introduction

1.1 Overview

This document is a Statement of Work (SOW) for the Environmental Protection Agency (EPA) Information Technology (IT) Managed Print Services (MPS) acquisition. With this SOW, EPA is putting forward requirements for this Task Order as one of three contracts that will support agency computing users. These three separate contracts will cover MPS, Desktop Support Services (DSS) and hardware procurement. This SOW describes the scope of MPS and cross contract touch-points, performance requirements and expectations for MPS.

Precise methods for meeting these requirements are not specified in the SOW; instead, this document identifies the administrative and technical responsibilities; performance and regulatory requirements; and the scope of support that will form the basis of the Task Order resulting from this acquisition. Functions and activities will be handled as Price Per Page (PPP) and Firm Fixed Price (FFP) or Time and Materials (T&M) for optional Contract Line Items (CLINS) cost structures. All work performed must comply with applicable regulations and guidelines as set forth in this document or as instructed by the Contracting Officer Representative (COR) pursuant to the Technical Direction clause of this Task Order.

For the purposes of this document, the term “Service Provider” (SP) refers to a private sector company that will develop, assemble and execute a comprehensive solution to the MPS requirements outlined in this SOW. As used within this document, the term “user” covers EPA staff and designated non-EPA entities: federal, non-federal and SPs with whom EPA has agreements to extend IT support services. These users support management, research, programmatic and administrative functions within EPA.

1.2 Purpose

EPA is building upon its current services incorporating lessons learned and best practices to provide an exceptional user experience. This SOW provides a clear understanding of the MPS to be provided by the SP to EPA users. EPA also seeks SP support to obtain a better understanding of the current print services environment and identify areas of improvement. The SP will also assist in identifying additional sustainable offerings as optional, consumable solutions where available.

1.3 Objectives

EPA’s objectives for this Task Order will be achieved through SP adherence to the Service Level Agreements (SLAs) defined in Appendix A.11. EPA MPS will be designed to provide the following:

- a) Highly integrated and responsive printing services support that, first and foremost, strives to provide an exceptional user experience while obtaining the best value business solution for printing equipment and services.
- b) A structure capable of meeting the needs of EPA’s varied user communities.

- c) The highest quality products and service to address all registered concerns quickly and accurately in a manner that considers the needs of the users and the Agency.

1.4 Scope

Under the terms of this Task Order, the SP will provide printing services support for EPA printing resources. The support provided is required to meet the printing needs of EPA's users located within EPA office space. The SP will also support EPA as it implements a refresh of its printing devices. Planning for this refresh will begin during the first year of this Task Order with implementation beginning in the second year. (See section 4.2.6.) At the start of this Task Order, service will include users at EPA's Headquarters in Washington, D.C. and throughout the country and will cover approximately 1,500 printing devices. During the term of this Task Order other EPA Regional Office may choose to participate at their discretion. Should all choose to participate, the total number of printing devices would be approximately 3,500. The SP shall be responsible for accomplishing the tasks within the SOW, ensuring support at the same level for all current and future EPA print device vendors. The SP will provide the following services:

- a) MPS Support Line.
- b) Maintenance Services.
- c) Break Fix Services.
- d) Preventative Maintenance Services.
- e) Usage Monitoring Services.
- f) Consumable Supply Services.
- g) Configuration and Security Compliance Services.
- h) Technology Refresh Design Planning Services.

1.5 Organizational Environment

This section describes the structure of EPA. It describes EPA's mission, organization and the Office of Environmental Information (OEI) through which MPS services, as detailed in the Service Requirements, will be managed.

1.5.1 Environmental Protection Agency

EPA's mission is to protect human health and the environment. Since 1970, EPA has worked for a cleaner, healthier environment for the American people. EPA employs 18,000 people across the country, including offices in Washington, D.C.; 10 Regional Offices; and more than a dozen laboratories and other locations. EPA users come from a variety of disciplines and more than half are engineers, scientists and policy analysts. In addition, many employees are legal, public affairs, financial, information management and computer specialists. EPA is led by its Administrator, who is appointed by the President of the United States.

More information about EPA, including organizational charts, can be found on EPA's website at <http://www.epa.gov/epahome/aboutepa.htm>.

1.5.2 Office of Environmental Information

OEI is the central IT organization within EPA. The Assistant Administrator for OEI serves as the Chief Information Officer (CIO) for the Agency. OEI, under the supervision of the CIO, is responsible for advancing the creation, management and use of information technology and data as a strategic resource to enhance public health and environmental protection and for promoting informed decision-making and improved public access to information about environmental conditions. Additionally, OEI is responsible for providing the ability to access, use and communicate environmental program and administrative information.

OEI is responsible for the effective implementation and management of the MPS services. As specified in the Task Order, OEI is responsible for regular reporting to the Office of Management and Budget (OMB) to ensure the SP is cost effective and efficiently delivering MPS services across the Agency.

Each Program Office and Regional Office has a liaison to OEI who is also responsible for IT management within that organization. Designees in the program offices are referred to as Information Management Officers (IMO). Designees in the Regional Offices are referred to as Information Resources Management (IRM) Branch Chiefs (BCs).

The Office of Technology Operations and Planning (OTOP) within OEI is EPA's focal point for policy, management and implementation of EPA's IT infrastructure. It is responsible for oversight of federal and EPA IT statutes, regulations and standards. OTOP sets hardware, software and telecommunications standards; operates EPA's internal information technology infrastructure; and organizes strategic planning for IT and security. MPS will be managed by OTOP.

1.5.3 Assistive Technology Center

The SP will be required to provide support for assistive technologies at all EPA-supported facilities in compliance with Section 508. (See Section 3.2.5 for further details.) To support EPA users who require assistive technologies, EPA operates an Assistive Technology Center (ATC). The ATC is located in the basement of EPA East, 1201 Constitution Ave. NW, Washington, D.C., room B132. The ATC houses computers equipped with a variety of accessibility tools. These tools are samples of the types of tools that can be used to enable employees who are deaf or hearing-impaired or who have mobility, visual and/or cognitive disabilities to work with electronic and information technology. The ATC's mission is to work with employees and managers to find accessible solutions for users with unique desktop accessibility requirements, to facilitate the acquisition and installation of those tools, to provide a place where system developers may test Agency applications and websites for compliance with accessibility requirements, and to present assistive technology tool demonstrations and provide hands-on try-outs and education. Approximately 14 percent of users are provided support through the ATC.

1.6 EPA Cross-Functional Oversight and Coordination

The Director of the Enterprise Desktop Solutions Division (EDSD) is responsible for oversight of MPS and integration of touch-points between two other contract vehicles for the provisioning of services to EPA, Desktop Support Services and Hardware Procurement. The COR and Alternate Contracting Officers (ACOR) will serve as the key points of contact (POC) for the management, operation and application of this program.

1.6.1 Cross-Functional Oversight Team

The Cross-Functional Oversight Team will serve as EPA's POCs to the SP across all EPA locations. The COR is the POC for EPA at the Task Order level. The organizational structure of EPA's Cross-Functional Oversight Team will be determined by the EDSD Director at a later date; however, the Team can expect to collaborate with the SP project managers and site leads. Further details about the role of the Cross-Functional Oversight Team are provided in Section 5.2.1.

1.7 Operating Environment

This section describes the government and SP's responsibilities for providing MPS services and the processes for funding MPS services, as detailed in Section 4: Service Requirements, using EPA's Working Capital Fund (WCF).

1.7.1 Service Location

The SP shall provide break-fix on-site support, at all EPA locations for MPS supported printing devices. (See Appendix A.10).

1.7.2 Working Capital Fund

A WCF is a financial tool for managing common administrative services within a federal agency and represents the Agency's IT Service Catalog. WCFs are consistent with the President's Management Agenda and with Federal Accounting Standards Advisory Board criteria for managerial cost accounting.

Funding of the EPA WCF is provided by fees collected from other Agency appropriations and other federal agencies to offset costs incurred for providing Agency administrative support for computer and telecommunication services, financial system services, employee relocation services and postage.

Usage, or workload, is the financial data delivered by the SP to report the amount of service provided under the WCF in the unit of measure required by the WCF service. Depending on the service provided the unit of measure will vary. Examples include hours, cost, number of months, counts or quantities. Specific units of measure and required formats will be provided by EPA annually in conjunction with exercising a task option year.

The SP shall report service usage under the WCF in the unit of measure required for the WCF service. If the unit of measure is SP costs, the usage report must

match the SP's invoice for the period. Otherwise, usage is generated by capture methods for the WCF and shall be inclusive of service provided to the WCF customers through the last day of the prior month. Usage shall be submitted in eBusiness, provided at a minimum no later than the seventh day of the calendar month and shall be successfully validated no later than the tenth calendar day of the month. EPA will grant the SP access to eBusiness to submit usage. Usage input files shall adhere to the following requirements:

- a) Files shall be composed of both header and detail records.
- b) Header records include the service code and summarize the detail records that follow.
- c) A separate header record shall be created for each service for which usage will be submitted.
- d) The SP shall be required to correct and resubmit any usage files that fail eBusiness validation.
- e) Files shall be in a fixed width text file format.
- f) Not all services will have the Date, Time, Phone Minutes Used, Phone Calls or Category fields. For services where these fields are not applicable the information should be left blank.
- g) Negative amounts such as credited usage should be submitted with a negative sign (-) before the usage. For example, -1234.000 would credit usage for -1234.000 units.
- h) The Start Date and End Date of usage detail records should not span across months.

Header Record Requirement

Record Type	The record type for header records is H. Header records summarize the detail lines that follow.
Service Code	Service Code that pertains to the detail records that follow.
Number of Records	Number of detail records that follow this header record.
Usage	Total Usage for this service code. Total Usage is the sum of the usage detail records.

Detail records will contain the data fields described below for usage that is summarized in the header record

Detail Record Requirement

Record Type	The Record Type for detail records is D. The detail record type represents individual usage records.
RegistrationID	eBusiness Registration ID.
Usage	Usage amount in units.
Stdtd	Start Date of service provided for the usage in YYYYMMDD format.

Detail Record Requirement

Enddt	End date of service provided for the usage in YYYYMMDD format.
Date	Date (optional) in YYYYMMDD format. Historically provided for Teleconferencing services.
Time	Time (optional) in HHMMSS military time format. Historically provided for Teleconferencing services.
Phmins	Phone Minutes Used (optional). Historically provided for Voice services
Phcalls	Phone Calls (optional). Historically provided for Voice services.
Category	Category code (mandatory/optional dependent per product).

Section 2: Equipment Base

This section describes the current printing equipment baseline including all program offices. At the start of this Task Order and throughout the base year, service will include users at EPA's Headquarters in Washington, D.C. and throughout the country and will cover EPA-owned printing devices with a manufacture date later than January 2006. See Appendix A.10 for EPA locations. During the subsequent option years other EPA Regional Offices per Appendix A.3 may choose to participate at their discretion. Should all regional offices choose to participate, the total number of EPA-owned printers would be limited to 3,500 printers. The equipment base statistics are provided for estimation purposes only and in no way obligates EPA to meet the quantities or inhibits EPA's ability to add additional quantities but not more than 3,500 during the life of the Task Order, should EPA's requirement increase in excess of the estimated quantities.

Currently the printing hardware profile includes the following categories of devices detailed in Table 2-1: EPA Print Device Listing below:

Print Device Statistics				
Network Printers (NP)	HP Color LaserJet 4700	40	3839	318
Multifunction	HP Color LaserJet 4730 MFP	65	3766	4
Multifunction	HP Color LaserJet CM4540 MFP	22	2114	8
Multifunction	HP Color LaserJet CM4730 MFP	47	5194	250
Network Printers (NP)	HP Color LaserJet CP4520 Series	20	2224	7
Network Printers (NP)	HP LaserJet 4350	74	1942	1
Network Printers (NP)	HP LaserJet P4015	45	2399	404
Network Printers (NP)	HP LaserJet P4515	41	964	3

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Section 3: Task Order Specifications

EPA has decided to participate in the GSA contract plan 51 500 Managed Print Services (MPS). MPS includes equipment and services required to manage imaging output that may include printing, scanning, copying, and fax in a system that monitors and reports status, needs and usage trends on regular basis.

The SP shall achieve the outcomes described in this SOW and meet the performance standards defined by the Service Level Agreements (SLAs) (See Appendix A.11). The SP shall perform the SOW requirements in accordance with the Information Technology Standards, herein referred to as directives.

3.1 Period of Performance

The task order is established with a base period of twelve (12) months from time of award and three (3) option periods of 12 months each.

3.2 Information Technology Standards Compliance

All SP work shall comply with pertinent federal and EPA information processing guidelines, telecommunications standards and procedural guidelines as well as industry best practices. The SP shall observe the policies, procedures and formats published as follows. Additional directives may be provided by the COR. These directives are updated by EPA as technology and process changes occur and will be incorporated into this SOW by a Task Order (TO) modification.

The SP shall ensure all covered EPA printing devices comply with EPA policies as detailed in Appendix A.5 and with the requirements as detailed herein or have obtained an approved waiver from the COR and such waiver has been incorporated in the MPS Task Order via TO modification. Upon identification of a compliance breach the SP shall:

- a) Take appropriate actions to bring the system into compliance with EPA policies.
- b) Document violations.
- c) Make recommendations to the COR concerning possible changes to policies and procedures to minimize future compliance breaches.

3.2.1 **Federal Policies and Regulations**

The SP shall ensure that all work performed under this Task Order is in compliance with all applicable and formally published federal regulations detailed in Appendix A.4.

3.2.2 **EPA Policies and Procedures**

The SP shall additionally ensure all work performed under this Task Order complies with all applicable and formally published EPA regulations detailed in Appendix A.5 and with the formal EPA interpretation of these documents.

3.2.3 Industry Best Practices

The SP shall apply accepted industry best practices to all aspects of this Task Order. These include the principles embodied in Information Technology Infrastructure Library (ITIL) Version 3, Project Management Body of Knowledge (PMBOK), and those of other industry leaders. The SP shall apply these and other methodologies to enhance the quality of support provided under this Task Order.

3.2.4 Facility Security and Physical Access

EPA develops and maintains current lists of personnel with authorized physical access to facilities containing information systems (except for those areas within the facilities officially designated as publicly accessible) and issues appropriate authorization credentials (badges and identification cards). The SP shall coordinate all on-site support with the COR, between the hours of 6AM and 6PM local time, in advance of any site visits in order to gain access to EPA facilities. All MPS SP technicians shall be accompanied by a member of the DSS support staff or another EPA approved escort at all times while on site at an EPA facility unless approved for unescorted access by the COR.

3.2.5 Section 508

Section 508 of the Rehabilitation Act requires federal agencies to make their electronic and information technology accessible to people with disabilities. Section 508-36 CFR Part 1194 implements Section 508 of the Rehabilitation Act of 1973, as amended (See Appendix A.5 for additional information). This Act applies to all federal agencies that develop, procure, maintain or use electronic and information technology. All electronic and information technology procured or serviced under this Task Order must meet the applicable accessibility standards specified in Section 508-36 CFR Part 1194.2, unless an Agency exception to this requirement exists. The SP shall provide support to users requiring Section 508 technology wherever MPS support is provided in accordance with this SOW.

3.2.6 English Language

The SP shall provide all communication including those to the COR, users and other SPs in English using clearly understood terms consistent with those used by EPA.

Section 4: Service Requirements

SP Managed Print Services are designed to:

- a) Provide the EPA a solution to deliver more business value to the Government by optimizing the EPA's printing environment to match business needs, and keeping it optimized over time.
- b) Allow the Government's personnel to focus on higher-value work and more strategic projects while SP manages the day-to-day operations for the printing environment.
- c) Allow the Government's personnel to be more productive and effective through accelerated, streamlined and enhanced communications.

The specific objectives for the Government are:

- Cut down on administrative costs.
- Bring print services process under a single umbrella – agency-wide.
- Billings at lowest organizational level.
- Expansion capabilities.
- Reduce printing costs.

In performing this SOW, the SP shall provide the support resources required to meet or exceed EPA performance standards and metrics specified in Appendix A.11 - SLAs.

4.1 Support Line

The MPS SP shall provide EPA with a dial up support line to provide initial troubleshooting as well as scheduling for on-site support and part(s) delivery. This will be utilized by the EPA DSS support staff in order to request support or place Break Fix Service requests for printing devices. This number shall be available from 6 a.m. to 9 p.m. eastern standard time (EST) Monday through Friday, excluding federal holidays. To the maximum extent possible, it shall be answered by a live person during these times. In the event a person is not available to answer a call, the caller will be connected to voicemail, with live support accessible or phone call returned within 1 hour of the initial support request (See Appendix A.11- SLAs).

During troubleshooting calls, the SP support staff shall:

- a) Attempt to correct problems remotely before sending a technician
- b) Ensure any parts required for an on-site support are available at the time of the site visit by identifying needed parts during a support call and (either by having them delivered to the site in advance of a site visit or brought to the site by the technician)

Support services provided outside these hours on an emergency or extended basis will only be included in the scope of support only if the Emergency Support Optional CLIN defined in section 4.9 is exercised. Response times will vary with each situation, and some require SP response within four hours. See Table 4-1: EPA DSS Service Desk Priority Levels below for details. Calculation of the start time for service requests submitted will be based on the timestamp of the call as recorded within EPA's incident

tracking system BMC-Remedy. If the timestamp is after hours the start time shall be considered start of the next business day.

4.1.1 EPA DSS Service Desk Priorities

This section provides the details of the DSS Service Level Priorities as an example of the level of support that will be enforced by Operating Level Agreements (OLAs) or Memorandums of Understanding (MOUs) between the DSS SP and the MPS SP upon award of this task order.

Priority	Description	Examples	Target Completion Rate
1	Percentage of Priority Level 1 Tickets for the month that took less than or equal to 2 hours to correct and resolve, as recorded and reported in the EPA Remedy ticketing system	<ul style="list-style-type: none"> Premier/Executive User requests (based on list provided by the COR not to exceed 2% of support environment) CSIRC incident (i.e., security violation, loss of PII or vulnerability flagged in the network or received through the SRI) Account Activation/Deactivation (Password Resets, Account Lockouts) Break/Fix incidents that prevent the user from accessing or utilizing their computer User or users having some form of computer (software/hardware) trouble that causes significant disruption to work activities. Examples include an inability to access critical applications (MS Word, Email), network printer outage, printer consumables 	95% in 2 hours or less
2	Percentage of Priority Level 2 Tickets for the week/month that took less than or equal to 4 hours to correct and resolve, as recorded and reported in the EPA Remedy ticketing system	<ul style="list-style-type: none"> A single user is impacted where there may be a workaround. Examples include a personal printer is not functioning, speakers not working. Basic proficiency training on enterprise software applications (Microsoft Office), Lotus Notes Email, Remote Access). All incidents that have not been classified as a Priority Level 1 and 2 will be classified as a Priority Level 3. 	90% in 4 hours or less
3	Percentage of Priority Level 3 Tickets for the week/month that took less than or equal to 8 hours to correct and resolve, as recorded and reported in the EPA Remedy ticketing system.	<ul style="list-style-type: none"> Change Request not coming from a Premier/Executive User will have an install date for all Moves, Adds, and Changes (MAC) as requested by the client. If no request date is given, the default value will be 3 full business days from the request. Examples include: <ul style="list-style-type: none"> Software/hardware requests Change/move requests, or Miscellaneous requests designated by EPA or approved by COR as non-critical/low priority. 	90% in 8 hours or less
4	Percentage of Priority Level 4 Tickets for the week/month that took less than or equal to 4 hours to complete by the requested install/start date as recorded and reported in the EPA Remedy ticketing system		95% on or before the requested Move, Add, Change (MAC) date/time

4.2 Managed Print Services

Upon award of the MPS Task Order, the SP shall manage the EPA print environment at EPA's Headquarter sites (See Appendix A.10) by providing the necessary consumables (excluding paper and transparencies), repairing devices, complying with preventative maintenance schedules, recycling toner as well as the other requirements as defined within this SOW. The list of sites to be managed will not change during the base year of this Task Order. The SP shall conduct Device Discovery and Deployment Planning (as scheduled by the COR) services as part of the base award. During the option years, and as new Program Offices/Regional Office come on board the MPS Task Order, upon execution of a TO modification authorizing new sites, the SP shall conduct Device Discovery and Deployment Planning services or other optional services provided as optional CLINs to address the inclusion of Program Offices as defined in section 4.4 Device Discovery (Optional CLIN), 4.5 Spend Analysis (Optional CLIN) and 4.6 Right-Sizing and Optimization Plan (Optional CLIN) below.

4.2.1 Break Fix Services

For service calls placed by the EPA DSS Tier IV support technician, the SP shall dispatch a technician to arrive at the site requiring service within four (4) hours of notification for all noncritical devices requiring onsite service in accordance with the priority levels defined in Table 4-1: EPA DSS Service Desk Priority Levels. If the response window extends past core hours from the time of notification, the remaining time shall begin at the start of the core hours for the next business day.

Response time on a service request begins when the order is placed by the EPA DSS technician. EPA will track service requests within their ticketing system, BMC Remedy. Coordination between these SPs shall be addressed via a MOU or OLA between the SPs and approved by the COR. Break Fix Service requests received after normal hours of operation shall begin the following business day at 6 a.m. EST Monday through Friday, excluding federal holidays. The SP may be required to provide services outside these hours on an emergency or extended basis. (See Section 4.9 Emergency Support).

The SP shall dispatch a repair technician to arrive at the site requiring service within two (2) hours of notification for devices designated by EPA for critical use (approximately 2% of the printer fleet as defined by the government) as defined in Table 4-1: EPA DSS Service Desk Priority Levels requiring onsite repair service. If the response window extends past core hours from the time of notification, the remaining time shall begin at the start of the core hours for the to the next business day.

After determining that printing equipment cannot be repaired under a Break Fix Service activity, SP shall:

- a) Communicate the status of the equipment to the DSS SP technician requesting the activity (this ensures the Remedy ticket is updated accordingly).
- b) Communicate the status of the equipment to the EPA COR.

For any repair that requires a device to be taken off site, the hard drives must be removed and left with the EPA. No hard drives will be permitted to leave the site once a device has been delivered and installed.

4.2.2 Preventative Maintenance Services

The SP's Preventative Maintenance Plan was submitted with the quote that led to award of this order. At the discretion of the COR, the SP shall submit a revised, Preventative Maintenance Schedule 30 calendar days after Task Order award, incorporating COR feedback and shall provide the COR with a final Preventative Maintenance Schedule for review and approval within five business days of receiving COR input. In accordance with the schedule provided at the time of submission, the SP shall provide material and on-site installation labor for preventative maintenance kits in accordance with the equipment manufacturer's specifications.

SPs shall:

- a) Have sufficient management, qualified and certified technicians, and delivery personnel to service and support the requirements under this Task Order within the specified response times.
- b) Designate a Account Manager (See Section 5.3.1) to oversee this Task Order and coordinate necessary administrative matters and issues with the COR or CO.
- c) Provide OEM-qualified service technicians for all digital imaging print equipment provided for under this Task Order for the life of the equipment and the full duration of the Task Order.
- d) Perform maintenance in compliance with Original Equipment Manufacturer (OEM) standards and guidelines to ensure OEM warranties are not voided.

4.2.3 Device Management Services

The SP Device Management Plan was submitted with the quote that led to award of this order is included here by reference. At the discretion of the COR, the SP shall submit a revised, Device Management Plan 30 calendar days after Task Order award, incorporating COR feedback and shall provide the COR with a final Device Management Plan for review and approval within five business days of receiving COR input.

The SP shall provide monitoring of printing devices using the SP supplied tools. The SP shall:

- a) Provide an appliance such as WebJet Admin or a suitable replacement for monitoring print utilization on EPA printers, and for managing EPA enterprise printing and imaging.
- b) Provide software or hardware and on-site installation labor for this appliance in accordance with the equipment manufacturer's specifications.

- c) Provide management software to allow remote configuration and device management.
- d) Configure the device management tool to automatically monitor and ensure consumables and parts are replaced prior to them being out covering at a minimum the following:
 - Toner is low.
 - Fuser needs replacing.
 - Staples are out.
 - Fuser oil is low.
- e) Secure printing devices by applying National Institute of Standards and Technology (NIST) standard security settings; for example: disable unused ports and services. Password protecting the printer control panels and embedded web server (EWS) of each device, and enabling secure erase options for all hard drive/memory storage that may reside on printing devices.
- f) Perform bi-annual vulnerability assessments of EPA printing devices in coordination with the COR to ensure the necessary network access is provided.
- g) If a critical vulnerability is discovered either by EPA, the SP or other risk vulnerability assessors in a print device or SP supplied product, firmware, driver, application, or related software, then the product will be re-evaluated by the SP for continued use and the SP shall be responsible for correcting/mitigating/removing the vulnerability.

The SP shall provide security support for printing devices. The SP shall apply, on a quarterly basis, configuration setting updates to all covered printing devices needed to comply with EPA provided security remediation guidelines supplied through EPA ASSERT risk vulnerability assessments.

The SP shall provide configuration support for printing devices. The SP shall:

- a) Provide a secure mechanism for the configuration and management of the EPA's printing devices. If the secure configuration mechanism utilizes https or port 443, Transport Layer Security (TLS) must be utilized instead of Secure Socket Layer (SSL).
- b) If the printing equipment utilizes, stores, or transmits usernames, passwords, pins, or other account mechanisms, ensure protection and security of those mechanisms, and maintain audit records of all device specific attributes and activities. This includes protection and auditing of device specific administrative desktop management software passwords, ensuring protection from unauthorized disclosure and modification when such mechanisms are employed to authenticate, modify, store and/or transmit data; prohibiting passwords from being displayed when entered via the local machine interface; enforcing password minimum and

maximum lifetime restrictions; and prohibiting password reuse for a specified number of generations.

- c) Perform installation of firmware and software patches, updates, upgrades, and workarounds, for the usable lifetime of the equipment, to resolve any privately or publicly disclosed security issues, vulnerabilities, hacks, deficiencies, weaknesses, or security related problems directly attributed to the printing equipment, its related applications, drivers, and software.
- d) Configure equipment equipped with both memory erase capability and hard disk encryption capabilities. Two-times overwrite is required for memory erase capability. All data remnants must be completely erased (overwrite or memory erase) regardless of print/fax/copy or scan daily at midnight. Sensitive agency data, including personally identifiable information, that must be transferred to the printing equipment, and stored on the printing equipment, must be stored on the printing equipment in an encrypted state while in queue or at rest on the printing equipment. Advanced Encryption Standard (AES) is required for hard disk encryption capabilities. Data Encryption Standard (DES), blowfish, or triple-DES is not sufficient.
- e) Ensure that Simple Network Management Protocol (SNMP) can be disabled and/or secured if required for system monitoring. If SNMP is required, only the latest version (SNMP v3 or higher) may be used. All managed services must have the ability to change default passwords.
- f) Ensure that the printing equipment audit logs can be sent to a system log server, Active Directory, or SIM/SEM equivalent for third party monitoring and verification, as requested by the COR.

4.2.4 Usage Data Collection Services

The SP submitted a Data Collection Plan as part of the response to the RFQ is hereby included by reference. At the discretion of the COR, the SP shall provide an update to the Data Collection Plan within 30 calendar days of Task Order award. The SP shall provide a ten (10) business day period for COR review of the Data Collection Plan and shall incorporate feedback from the COR in the final version of the Data Collection Plan. The SP shall provide the COR with a final Data Collection Plan for review and approval within the following five business days of receiving COR input. The Data Collection Plan shall address, at a minimum:

- a) How the SP will collect printing device data using an automated process
- b) How the SP will collect printing device data using a manual process (The EPA has some printing devices where Data Collection Agents (DCAs) will not be authorized for deployment such as on the EPA's isolated CBI network.)
- c) A detailed listing of the metrics to be collected
- d) A sample report showing how the information will be made available to the EPA

4.2.5 Consumable Supply Services

The SP shall provide all consumable supplies, excluding paper and transparencies, necessary for the continuous operation of the devices throughout the duration of this Task Order. All consumable items required to ensure the up-time ratings of the Task Order are met shall be included in the PPP cost of the Task Order. The SP shall:

- a) Supply toner cartridges that are fully compatible with the fleet at competitive market pricing.
- b) The SP shall provide as part of their quote written verification that using any toner or parts provided under this Task Order will NOT void the manufacturer warranty of any included EPA printing device.
- c) Ensure a process to support the return of all toner cartridges supplied for recycling.
- d) Track units delivered to the EPA to help assess actual usage of toner cartridges.
- e) Utilize monitoring data to monitor toner usage and place an order for toner at the 8% threshold.
- f) Request replacement of the toner will be initiated when the toner level reaches 3%.
- g) Ensure supplies are delivered in accordance with the guidelines defined in section 4.2.5.1 Delivery Guidelines to EPA's designated warehouses. A complete listing of EPA facilities and their associated warehouses is provided in Appendix A.18.
- h) Deliver supplies to the destination location within one (1) business day of receipt of the consumable request. (See Appendix A.11)
- i) Supply only genuine OEM toner as their required consumables solutions.
- j) Supply EPA sites the necessary toners and consumable supplies with the exception of paper and transparencies, as required for ready installation during preventive maintenance or service.
- k) Ensure that SP- provided parts and supplies including toner shall be in compliance with OEM guidelines and shall not void manufactures warranties.
- l) Have parts and consumable supplies available in quantities sufficient to service the locations defined under this Task Order and have a delivery system capable of delivering this material.
- m) Ensure that the SP's continuity of operations plans shall include contingencies in meeting this commitment under emergency conditions such as natural disasters or if the manufacturer has low inventory stockpiles.
- n) Ensure that parts and supplies are available throughout the life of the printing equipment provide for under this Task Order.
- o) Supply staples that are fully compatible with the covered devices at competitive market pricing.

The SP shall deliver all consumables provided through this Task Order in accordance with the guidelines that follow. The SP shall:

- a) Deliver all equipment to EPA's designated warehouses. A complete listing of EPA facilities and their associated warehouses is provided in Appendix A.18.
- b) Follow EPA and facility security procedures and may be required to perform off-site screening of equipment and supplies prior to delivery.
- c) Commence delivery of consumables within the timeframe specified by the EPA upon award of this Task Order.

The SP shall provide a component and refuse removal and recycling program that is third-party certified to either the Responsible Recycling Standard or the E Stewards Standard. This shall include the disposition of fuser containers, spent toner and empty toner cartridges returned by mail without requiring the EPA to provide postage. Used parts and packaging used in performing Break Fix and maintenance of EPA's printing devices shall be removed by the SP from the EPA site and recycled by the SP.

4.2.6 Printing Technology Refresh Design Planning Service

The EPA performs a refresh of printing equipment every six years. During the first year of this Task Order, EPA will begin the planning process to support a printing device refresh to be implemented during the second year of this task order. Within 60 days of Task Order award, the SP shall work with EPA/COR to develop an appropriate Printing Technology Refresh Design Plan and Implementation Schedule to define the process for replacing EPA printing devices as equipment reaches 6 years of age. The SP shall provide a ten (10) business day period for COR review of the Printing Technology Refresh Design Plan and Implementation Schedule and shall incorporate feedback from the COR in the final version of the Printing Technology Refresh Design Plan and Implementation Schedule. The SP shall provide the COR with a final Printing Technology Refresh Design Plan and Implementation Schedule for review and approval within the following five business days of receiving COR input. In development of the Printing Technology Refresh Design Plan and Implementation Schedule the SP shall at a minimum:

- a) Conduct a thorough quantitative and qualitative analysis of the printing environment.
- b) Review the asset inventory and produce a report and schedule of assets to be refreshed in the upcoming cycle. Include information regarding type and location of printing resources.
- c) Leverage the Review and Recommendations report to identify:
Printing devices requiring high priority replacement as part of the refresh.

Specific recommendations for print workflow optimization.

- d) Include the introduction of new processes for changing the way people work, or new hardware and software products for increasing user productivity and reducing support time and costs. e.g. push and pull printing
- e) Solicit EPA input to ensure the plan meets all the necessary business and IT requirements, such as a price-per-page or printer-to-user ratio.
- f) Map/architecture for optimizing printer layout per location (organization, buildings, and floors.)
- g) Provide for specialty printing, such as:
 - Plotters (1% of printer fleet)
 - Photo quality (1% of printer fleet)

4.3 Service Dashboard/Portal

The SP shall provide a web-based service dashboard/portal providing the EPA the ability to monitor statistics regarding the managed print services. This portal shall include the necessary security contract to ensure restricted access to only authorized users. This portal shall:

- a) Be accessible via the Internet.
- b) Provide visibility into parts on order.
- c) Provide visibility on devices undergoing maintenance or break fix activities.
- d) Provide access to usage statistics.
- e) Provide the ability to produce customized reports.

4.4 Device Discovery (Optional CLIN)

When this optional CLIN is exercised via TO modification, the SP shall identify all existing printing devices as well as any located within existing inventories within the EPA office space specified by the TO modification. The results of this device discovery shall be provided to the COR within a Device Discovery Report. The SP shall provide a ten (10) business day period for COR review of the Device Discovery Report and shall incorporate feedback from the COR in the final version of the Device Discovery Report. The SP shall provide the COR with a final Device Discovery Report for review and approval within the following five business days of receiving COR input. In development of the Device Discovery Report the SP shall provide at a minimum:

- a) Number of devices by manufacturer make, model, and location, as well as an indication as to whether the devices are connected directly to a workstation via a local connection, or connected to the network.
- b) Meter reads for all print, copy and fax devices, when applicable. Some devices may not lend themselves to the ability to collect a meter read. For those devices, the SP shall provide usage data based on assumptive analyses.
- c) Device utilization rates based on Maximum Monthly Duty Cycles and Recommended Monthly Duty Cycles.

- d) Floor plans created to show the layout of the existing environment and the location of the existing devices.

4.5 Spend Analysis (Optional CLIN)

When this optional CLIN is exercised via TO modification, the SP shall provide a Spend Analysis Report to the COR including all available spend data related to the scope devices as defined by the TO modification. The results of this Spend Analysis shall be provided to the COR within a Spend Analysis Report. The SP shall provide a ten (10) business day period for COR review of the Spend Analysis Report and shall incorporate feedback from the COR in the final version of the Spend Analysis Report. The SP shall provide the COR with a final Spend Analysis Report for review and approval within the following five business days of receiving COR input.

For the purposes of this SOW, spend data is defined as any electronic or hard copy data that can be produced by the SP that shows the dollar amount expended for a particular product or service within the identified fleet. The spend data should cover a period of time that is identified by the COR and should include at a minimum:

- Consumable costs (e.g., purchase price, price per page, and supply delivery cost)
- Maintenance and repair costs
- Device prices (e.g., lease, rental, and purchase prices)
- Usage costs (e.g., allowance, overage rate, price per page, flat rate)
- Total Cost of Ownership (TCO)
- Energy costs
- Lease termination costs (if applicable)
- Depreciation costs (if applicable)

For cases where the SP may be unable to provide spend data for the existing fleet, the SP shall propose a plan to generate an estimated spend using a combination of assumptive analyses and estimated values of the existing goods and services within the fleet. The assumptive analysis process will be designed to model past agency spend where the data is unavailable and should be based on established pricing rates within existing Government supply markets. The primary purpose of the data is to enable the agency to understand its current print environment and to prove savings achieved by better managing print decisions.

Cost elements other than those included in the standards listed above may be required at the direction of the COR. The SP shall further enhance the TCO calculations by identifying Cost per Page (CPP) for an identified fleet. A CPP is calculated by identifying the TCO for an entire fleet over a set period of time, and then dividing the TCO by the number of hard copy images produced by that fleet over the same period of time. A CPP should be established for both black and white (B&W) and color output. At the direction of the COR, the EPA shall identify to which degree it would like the CPP to be identified. For example, a CPP might be required for each device within the fleet, or for each device type (e.g., printers) within a fleet.

4.6 Right-Sizing and Optimization (Optional CLIN)

When this optional CLIN is exercised via TO modification, the SP shall provide a Right-Sizing and Optimization Plan based on the scope devices as defined by the TO modification. The SP shall provide a ten (10) business day period for COR review of the Right-Sizing and Optimization Plan and shall incorporate feedback from the COR in the final version of the Right-Sizing and Optimization Plan. The SP shall provide the COR with a final Right-Sizing and Optimization Plan for review and approval within the following five business days of receiving COR input. In development of the Right-Sizing and Optimization Plan the SP shall at a minimum:

- a) Include manufacturer-neutral recommendations for devices to be added to the EPA's fleet.
- b) Suggestions for reallocation or repositioning of existing devices to better support printing needs.
- c) Suggestions for devices to be removed from the fleet. Recommendations for new devices shall be identified based on machine functionality as opposed to brand name make and model. If the EPA requests that a brand name make and model be identified, the SP also shall identify all equivalent makes and models available.

4.7 Training (Optional CLIN)

Under an optional CLIN the SP shall offer training in the use of equipment provided under this Task Order. Training shall be provided to program office representatives using a train the trainer approach. Training materials may also be provided with pricing addressed through the costing of the optional CLIN. The number of sessions to be provided shall be negotiated at the time the CLIN is exercised.

4.8 Emergency Support (Optional CLIN)

Emergency situations may dictate a temporarily increased level of service for appropriate personnel (e.g., Emergency Response, National Decontamination Teams, etc.). The increased level of service is only provided for the length of time needed to achieve the Agency's stated mission. Support requirements will be provided prior to this CLIN being exercised.

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Section 5: Program and Task Management

The SP shall provide program and task management support that maximizes the successful accomplishment of all program and task requirements. The SP shall keep EPA fully informed of MPS status verbally and in writing throughout the life of the Task Order. The SP shall be responsible for delivering tasks from concept through completion using a team of qualified experts. Program management will include the ability and resources to define, plan, implement, integrate and monitor every aspect of MPS to meet or exceed EPA performance standards and metrics specified in Appendix A.11.

5.1 Service Provider Transition

The SP shall support a smooth transition process for both the Phase-In period of work supported under this SOW as well as the Phase-Out period. During transition between service providers, the MPS SP will prepare to take full responsibility for workload starting on April 1, 2013 in accordance with this SOW. In coordination with the COR, the SP shall provide continuity of support and operations at each EPA location. The SP shall minimize disruption to the existing operations, optimize the use of existing assets and ensure a high level of customer satisfaction.

5.1.1 Phase In

The Phase-In period shall commence upon award of the Task Order. The SP shall become operational by the end of the Phase-In period providing full print service and support starting on April 1, 2013. The SP Phase-In activities shall be performed in accordance with the Phase-In Plans submitted as part of the response to the RFQ for this Task Order.

At the conclusion of the Phase-In activities, the SP shall provide a Service Review and Improvement Recommendations Report as defined in section 5.7.2. This report will be used to determine the equipment that will be rolled into the service per the criteria of the SOW.

5.1.2 Phase Out

The Phase-Out period may last up to 90 days at the government's discretion. The SP shall provide qualified personnel to execute Phase-Out in accordance with the COR approved Phase-Out Plan (See Section 5.5.2). The SP shall fully cooperate with the succeeding SP and the government to allow for orderly turnover of facilities, equipment and records so as not to interfere with users' work or duties. Thirty calendar days after the Task Order end date, the SP shall work with EPA to transfer this information in a format approved by the COR.

The SP and the succeeding SP shall conduct a joint inventory in accordance with EPA requirements. The SP shall prepare, certify and submit a Phase-Out Joint Inventory Report for approval by the government 60 calendar days prior to the Phase-Out end date. The inventory shall include the same data as required for the Phase-In inventory. The government will determine the validity of any discrepancies. If the government determines the SP is responsible for the discrepancy, the SP shall correct the discrepancy prior to performance expiration.

If the SP does not correct the discrepancy prior to performance expiration, the government will reduce the final payment to the SP by the cost of repair or replacement.

The SP shall remove all SP-owned equipment, materials, supplies and other items from government furnished facilities 30 calendar days after Phase-Out completion or termination, unless extended by mutual agreement. SP-owned property remaining after the agreed upon time will be disposed of by the government.

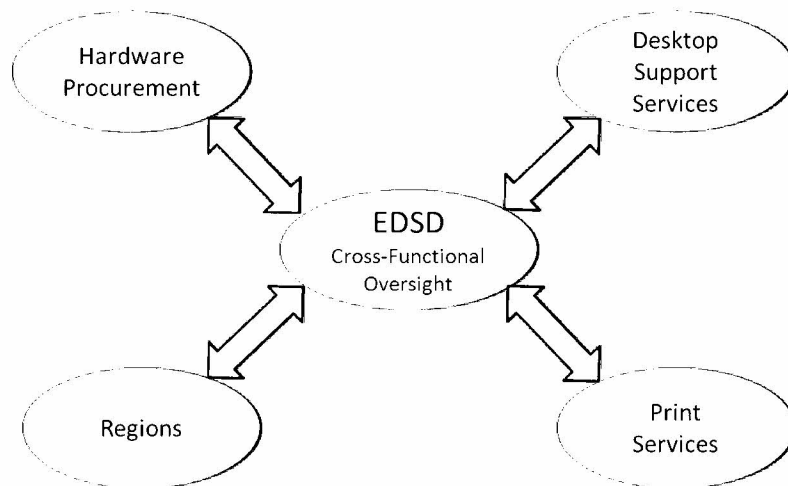
5.2 Coordination

To ensure the successful delivery of MPS, collaboration and coordination between the federal government and SP technical management groups is critical. Coordination will also be required with Program and Regional Office IT infrastructure management groups. The SP shall establish Operating Level Agreements (OLAs) between MPS and any other IT SPs to ensure appropriate operational coordination.

5.2.1 Cross-Functional Oversight

The objective of the Cross-Functional Oversight Team is to monitor service performance from an agency perspective. This includes a combined approach of reviewing SP reports and maintaining interactive dialogue with the SP to ensure comprehensive oversight. The oversight program reporting is not intended to duplicate measurement of operational data or any quality assurance reports, but is designed to keep the EPA informed of SP status, efficiency, and areas requiring improvement.

The Cross-Functional Oversight team will include the COR and will coordinate with SPs across the Managed Print Services, Managed Desktop Services and Support and Hardware Procurement contracts to ensure that touch-points between services are clearly defined and understood by each individual SP to ensure responsibility and accountability as well as establishing an approach to address potential conflicts. The team will define SP interaction with internal EPA services, programs such as (BigFix, Active Directory (AD), Working Capital Fund (WCF), etc.), and EPA technicians. The team will also coordinate regional user integration and touch-points should they begin to utilize these services.



5.2.2 Government Points of Contact

The SP shall coordinate closely with EPA POCs. Meetings will be determined by the COR to ensure appropriate coordination on normal operations and response to urgent events. (See Appendix A.16 for EPA POCs.)

5.2.3 Other Service Providers

The SP shall coordinate closely with the providers of the following IT support services performed on behalf of EPA as detailed in Appendix A.15:

- Enterprise Service Desk.
- Enterprise Call Center.
- Hardware Procurement.
- Desktop Support Services.
- Local Infrastructure Support.
- Hosting Support.
- Email, Collaboration and Mobile Device Services.
- COTS Support.
- Telecommunications.
- CSIRC.

5.3 Service Provider Resources

The SP shall provide all necessary personnel, administrative, financial, and managerial resources necessary for the support of this Task Order. As the EPA expands its workforce, the SP shall provide the staffing needed to accommodate the in-progress projects and office expansions.

5.3.1 Account Manager

The SP shall have a single representative, assigned as a primary point of contact to the Customer for all day-to-day issues and questions regarding ongoing service management and deliverables including billing questions, change orders, account

reviews and escalation situations. (See Appendix A.12 for details.) The SP shall designate an Account Manager as the primary POC for all MPS interactions. The Account Manager shall be the SP representative responsible for resolving all issues, concerns and problems and shall have full authority to make decisions and commit the SP's organization under this Task Order. The Account Manager shall be readily available to respond to EPA's questions, concerns and comments and shall be proactive in alerting EPA to potential contractual issues including situations that may compromise the SP's ability to provide the services. The SP shall ensure the Account Manager holds at a minimum the Project Management Professional (PMP) and ITIL v3 Foundation level certifications. Unless otherwise specified by the EPA, the EPA COR will be the primary point of contact regarding preventive maintenance and service orders.

5.3.2 Training and Certification Requirements

SP technicians shall be trained and certified to support the printing devices in EPA's fleet. This shall include specific training appropriate to the make and model of all printers and printing equipment supported under this Task Order. The SP shall provide a Service Provider Certification and Training Report as defined in Appendix A.7, tracking training and certification compliance. The SP shall keep its staff trained in current and evolving printer technologies. The SP shall provide adequate training before it assigns new staff independent work in the environment.

5.3.3 Security Requirements

In order to be provided access to EPA facilities, all SP staff must provide valid identification. SP staff will require an EPA approved escort at all times while in EPA facilities.

5.3.4 Non-Disclosure Requirements

Neither the SP nor any of its employees or affiliates shall disclose or disseminate any information concerning operations or activities that could interrupt the continuity of EPA's operations or increase the possibility of a breach of EPA's security. This includes dissemination of information that might result in a negative impact to the government's reputation.

5.3.5 Sensitive Information Requirements

During the course of performing the work stated within this SOW, SP employees and staff may come in contact with Confidential Business Information (CBI), Law Enforcement information or other information considered sensitive. Examples of sensitive information include the following:

- Identity of product inert ingredients.
- Identity of product ingredient sources.
- Description of manufacturing or quality control processes and corresponding impurities.
- Product chemistry registration data.
- Information about pending registration actions.

- Sales, production or other commercial or financial information.

The SP shall protect all sensitive information from unauthorized disclosure. Neither the SP nor any of its employees or affiliates shall disclose or disseminate any sensitive information that could result in, or increase the likelihood or possibility of, a breach of EPA's policies regarding its handling. The SP shall ensure all sensitive information it comes in contact with during the performance of this Task Order is handled in accordance with EPA policy and procedures relating to sensitive information and the National Environmental Information Systems Engineering Center (NEISEC) security plan as it relates to the handling of sensitive information. Even if the COR decides no confidential information will be accessed on this Task Order, the SP must ensure all Agency information is safeguarded during the performance of this project in accordance with EPA information security policy and procedures, the security plan for this Task Order, and the NEISEC security plan as it relates to protecting EPA information resources. The SP shall also adhere to all physical and logical security requirements as identified in EPA Order 3210 - Physical Security Program as well as EPA Order 2150.1 - Interim Agency Network Security Policy (See Appendix A.5 for additional information). This requirement includes dissemination of information that might result in a negative impact to the government's reputation.

5.4 Continuous Service Improvements

In accordance with ITIL practices, the SP shall exercise management and operational control over and assume full responsibility for SLAs set forth in this SOW (see Appendix A.11). The SP shall recommend new technologies and processes to EPA throughout the life of the Task Order to ensure delivery of the best value products or services.

5.5 Management Plans and Procedures and Organization

The SP shall ensure proper oversight and planning for the execution of this SOW. This includes the creation of plans and procedures to document the approach to addressing various aspects of managing this Task Order.

5.5.1 Phase In Plan

The SP's Phase-In Plan provided as part of the technical quote that lead to the award of this Task Order is hereby incorporated by reference. At the discretion of the COR, the SP shall provide an update to the Phase-In Plan within 30 calendar days of Task Order award. The SP shall provide a ten (10) business day period for COR review of the Phase-In Plan and shall incorporate feedback from the COR in the final version of the Phase-In Plan. The SP shall provide the COR with a final plan for review and approval within the following five business days of receiving COR input.

5.5.2 Phase Out Plan

The SP shall submit a Phase-Out Plan for Government approval 30 calendar days after notification of Phase-Out activation. EPA will provide this document to the successful SP as part of the transition planning. The plan shall address the

procedures necessary to ensure continuity of operations to the successor. The SP shall provide a ten (10) business day review period for COR review of the Phase-Out Plan and shall incorporate feedback from the COR in the final version of the Phase-Out Plan within five business days of receiving COR input.

5.5.3 Operational and Staffing Plan

The SP's Operational Plan, submitted by the SP as part of the technical quote that led to the award of this Task Order, is hereby incorporated by reference. The SP shall present its Operational Plan at the Task Order's kick-off meeting. The plan shall include the Organization Chart, contact information for the main POCs, timelines, general operating procedures, staff training policies, transition plans and any additional information the SP considers relevant. At the discretion of the COR, the SP shall provide a five business day period after the Kick-off meeting for COR review of the Operational Plan and shall incorporate feedback from the COR and provide the COR with a final plan for review and approval within five business days of receiving COR input.

The SP's Staffing Plan, submitted by the SP as part of the technical quote that led to the award of this Task Order, is hereby incorporated by reference. At the discretion of the COR, the SP shall submit a revised Staffing Plan to the COR describing the SP's strategy and detailed approach to meeting staffing requirements along with their proposed organizational structure 30 calendar days after Task Order award. The SP shall provide a five business day period for COR review of the Staffing Plan and shall incorporate feedback from the COR and provide the COR with a final plan for review and approval within five business days of receiving COR input.

The Staffing Plan shall include, at a minimum, an Account Manager

5.5.4 Operational Level Agreements

The SP shall develop and deliver Operational Level Agreements (OLAs) as part of the technical quote. At the discretion of the COR, the SP shall provide an update within 60 calendar days of Task Order. A listing of current Other Service Providers is provided in Appendix A.15. OLAs will address all services provided by the SP that require activities by EPA staff and/or third-party SP(s) to support the delivery of the services required under this SOW. The SP shall provide a ten (10) business day period for COR review of the OLAs and shall incorporate feedback from the COR in the final version of the OLAs to be provided within the following five business days of receiving COR input for COR review and approval. OLAs will be reviewed and updated quarterly to allow for incorporation of new services as they come online.

5.5.5 Quality Assurance/Quality Control Plan

The SP shall implement a comprehensive Quality Assurance (QA)/Quality Control (QC) program (e.g. quality management system) that addresses the requirements detailed in Appendix A.11. The contractor submitted QA/QC plan as part of its quote that led to award of this contract is hereby included by

reference. At the discretion of the COR, the SP will provide an updated QA/QC Plan within 30 calendar days after the award date of this Task Order. The SP shall provide a ten (10) business day review period for COR review of the QA/QC Plan and shall incorporate feedback from the COR in the final version of the QA/QC Plan within five business days of receiving COR input.

5.5.6 Independent Verification and Validation

EPA may conduct periodic external audits of Task Order activities or have them conducted by a third party independent of the SP's efforts to include activities performed by any subcontractors. The results of these audits will be shared and discussed with the SP. Activities that affect quality will be discussed through periodic meetings or teleconferences. Particular attention will be paid to issues related to SLAs (see Appendix A.11) measuring timeliness, reliability, and user satisfaction.

5.6 Meetings

To ensure clarity of performance, the SP shall keep EPA fully informed by the most efficient means possible, either verbally or in writing. The SP will conduct and attend meetings on a regular basis as detailed within this SOW or as directed by the EPA.

5.6.1 Task Order Kick-Off Meeting

The SP shall schedule and coordinate a kick-off meeting within five (5) business days after Task Order award at the government's site. At a minimum, meeting attendees shall include key SP personnel, EPA's CO, the COR and other key EPA personnel. The SP shall coordinate with the COR to develop an agenda for the meeting and shall coordinate with the COR to ensure all identified participants are notified of the meeting in advance. At a minimum the SP agenda should include the following:

- a) Schedule.
- b) Performance metrics including methods and schedule for achieving them.
- c) Government-furnished information.
- d) Monthly meeting dates.
- e) POCs.
- f) Roles and responsibilities.
- g) Transition process and timeframes.
- h) Prioritization of SP activities.
- i) Quality surveillance metrics.

The SP shall provide the COR with kick-off meeting minutes and action items within two (2) business days after the meeting. See Appendix A.7. The SP shall work with the COR to resolve any disagreements that may arise concerning the content of the minutes. The SP shall provide the COR with final minutes for review and approval within 2 business days of receiving COR feedback.

5.6.2 Quarterly Program Briefing

The SP shall prepare and present a quarterly program briefing to the CO, the COR and relevant EPA personnel containing current Task Order financial status, anticipated Task Order financial status, current Task Order performance metrics, mitigation plans for under-performing areas and the status of other issues and concerns. The briefing shall be a high-level presentation of information already discussed and presented in other reports. The SP shall provide the COR with presentation materials for review three (3) business days prior to the briefing. See Appendix A.7.

5.6.3 Program Management Meetings

As negotiated upon award, the SP shall conduct Program Management Meetings with EPA POCs and other key government stakeholders. The purpose of these meetings is to ensure all stakeholders are informed of the projects' current activities, the status of all outstanding issues and progress in relation to metrics. These meetings will be held at the discretion of EPA and will not exceed 20 meetings within the first year.

5.6.4 Minutes

The SP shall prepare minutes for meetings and reviews that relate to the Task Order's scope and when the government requires SP attendance at meetings for delivery within 2 business days after the meeting. At a minimum the minutes shall contain the following:

- a) Date and place.
- b) Attendees.
- c) Purpose of meeting/review.
- d) Brief description of items discussed.
- e) Results.
- f) Decisions.
- g) Action items.

5.7 Reporting

The SP shall provide reporting related to this Task Order in accordance with the break out schedule detailed in Appendix A.7. The SP shall propose a format for each report for EPA review and approval within 15 business days of Task Order award. The COR will return the report formats within 10 business days of submission with comments for revision. Upon receipt of the government's comments, the SP shall provide updated report formats within 10 business days. In addition, the COR will have the right to review and modify report formats throughout the Task Order performance period.

To better manage EPA's customer support environment, it is essential that federal managers can directly query information databases at any time to monitor, track or make decisions. Service delivery and monitoring reports shall be accessible and configurable for EPA to successfully monitor and address the services received at any time. EPA must

be able to fully access all SOW-related data and have the ability to produce ad hoc reports without requesting them from the SP at any time. Therefore, the SP shall provide EPA management the ability to query and create reports concerning printer utilization and status. All reports provided by the SP are subject to Independent Verification and Validation (IV&V) by a third party upon the request of the COR. The SP shall support and cooperate in this process.

5.7.1 Monthly Firm Fixed Price Financial Report (Only Applies to CLINs Invoiced on a FFP Basis)

The SP shall furnish one (1) copy each, to the Task Order Contracting Officer Representative (TOCOR) and Contracting Officer (CO), of the Monthly Firm Fixed Price Financial Report (See Appendix A.6 and A.7). The report shall specify financial detail for the Task Order Labor as follows:

- a) For the current reporting period, display: a list of prime SP employees and each subcontractor employee and their respective labor categories, expended labor hours for the current invoicing period, and the cumulative hours expended by each individual by Contract Line Item Number (CLIN) and location set forth in Appendix A.10, EPA Locations. For subcontractor employees, also indicate the sub-SP company for which they are employed;
- b) When requested by the CO or other authorized representative, the SP shall provide copies of individual daily job timecards or other documentation requested by the Government.

The report shall be submitted, via email, on or before the 20th of each month or prior to submitting the current reporting period invoice for payment, whichever is earlier. Distribute reports as follows:

No. of copies	Addressee
One (1) copy	TOCOR
One (1) copy	Contracting Officer

5.7.2 Service Review and Improvement Recommendations Report

The SP shall provide a Service Review and Improvement Recommendations Report to the COR as a final deliverable provided at the end of the Phase-In of this Task Order and on a bi-annual basis commencing at the end of Phase-In (April 1, 2013). The SP shall provide a ten (10) business day period for COR review of the Service Review and Improvement Recommendations Report and shall incorporate feedback from the COR in the final version of the Service Review and Improvement Recommendations Report. The SP shall provide the COR with a final plan for review and approval within the following five business days of receiving COR input.

The Service Review and Improvement Recommendations Report shall include, at a minimum:

- a) Identification of replacement candidate devices

- b) Deficiencies within the service
- c) Printer Inventory
- d) Printer to user ratios (as in and suggested improvements)
- e) Printer locations (as in and suggested improvements)
- f) Identification of potential costs savings measures
- g) Spend Analysis (following the requirements as defined in section 4.5)
- h) Details on the approach taken in crafting the report

5.8 Deliverables Management

The SP shall submit all deliverables including system/service performance status reports as required under this GSA Schedule 36 Task Order to the COR. The SP shall:

- a) Ensure the content is well organized and that appropriate government parties have access to the repository.
- b) Notify the COR when reports or deliverables are ready for review.
- c) Capture response and feedback from the COR and shall update the reports and deliverables appropriately within the time period prescribed for each deliverable in Appendix A.7.
- d) Submit all reports and deliverables to the COR in electronic format with paper format being available upon request.
- e) Create all reports and deliverables using Microsoft Word, Excel, Access, PowerPoint, Project or Visio file formats compatible with the current version of the software available on EPA systems.

5.9 Environmental Stewardship

Executive Order 13423 sets goals for Federal Agencies in the areas of energy efficiency, acquisition, renewable energy, toxics reductions, recycling, sustainable buildings, electronics stewardship, fleets, and water conservation. EPA is committed to meeting and exceeding the electronics stewardship requirements across three life-cycle phases for electronics assets: acquisition, maintenance, and disposal. Therefore, EPA aims to acquire cost effective, energy efficient and environmentally preferable electronic equipment; ascertain that such equipment is maintained for longevity, efficiency, and performance; reduce the economic and environmental life-cycle costs of this equipment; promote utilization, sale, and recycling of end-of-life electronic equipment, and seek cooperation with the private sector in this endeavor to support these goals.

Specifically:

- a) SPs shall offer a free Merchandise Return capability to ensure all toner cartridges, and other packing materials and supplies, are recycled to the greatest extent possible. (See section 4.2.5.2)
- b) SPs shall comply with Executive Order 13221, Energy Efficient Standby Power , August 2, 2001 and only offer products with the lowest standby power wattage while in standby power consuming mode.

- c) All electronics provided shall be ENERGY STAR® compliant, rated EPEAT Silver, or higher, if available.

Additional information on Green IT Operations can be found at <http://www.energystar.gov> and EPEAT at <http://www.epeat.net>.

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APPENDICES

A.1 Definitions

eBusiness

A web application where users are able to establish the necessary accounts, shop for WCF products and services via an on-line catalog, obtain products and services, and monitor usage.

A.2 Acronyms

Acronym	Description
ACOR	Alternate Contracting Officer
AD	Active Directory
AES	Advanced Encryption Standard
ATC	Assistive Technology Center
BCs	Branch Chiefs
CIO	Chief Information Officer
CBI	Confidential Business Information
CLIN	Contract Line Item
CO	Contracting Officer
COR	Contracting Officer Representative
CPP	Cost per Page
DCA	Data Collection Agents
DES	Data Encryption Standard
DSS	Desktop Support Services
EST	eastern standard time
EIT	Electronic and Information Technology
EDSD	Enterprise Desktop Solutions Division
EPA	Environmental Protection Agency
EWS	Embedded Web Server
FFP	Firm Fixed Price
GSA	General Services Administration
IMO	Information Management Officers
IRM	Information Resources Management
IT	Information Technology
ITIL	Information Technology Infrastructure Library
IV&V	Independent Verification and Validation
MPS	Managed Print Services
MOU	Memorandum of Understanding
NEISEC	National Environmental Information Systems Engineering Center
NIST	National Institute of Science and Technology
NP	Network Printer
OEI	Office of Environmental Information
OMB	Office of Management and Budget
OTOP	Office of Technology Operations and Planning
OLA	Operating Level Agreement
OEM	Original Equipment Manufacturer



Acronym	Description
PGP	Publishing Grade Printers
PII	Personally Identifiable Information
PMBOK	Project Management Body of Knowledge
PMP	Project Management Professional
POC	Point of Contact
QA	Quality Assurance
QC	Quality Control
RFQ	Request for Quotation
SLA	Service Level Agreement
SNMP	Simple Network Management Protocol
SP	Service Provider
SOW	Statement of Work
SRI	Service Rate Interface
SSL	Secure Socket Layer
T&M	Time and Materials
TO	Task Order
TOCOR	Task Order Contracting Officer Representative
TCO	Total Cost of Ownership
TLS	Transport Layer Security
WCF	Working Capital Fund

A.3 EPA Regions and Offices

EPA houses 13 offices:

- Office of the Administrator (AO).
- Office of Administration and Resources Management (OARM).
- Office of Air and Radiation (OAR).
- Office of Enforcement & Compliance Assurance (OECA).
- Office of Chief Financial Officer (OCFO).
- Office of Environmental Information (OEI).
- Office of General Counsel (OGC).
- Office of Inspector General (OIG).
- Office of International Affairs and Tribal Affairs (OITA).
- Office of Chemical Safety and Pollution and Prevention (OCSPP).
- Office of Research and Development (ORD).
- Office of Solid Waste and Emergency Response (OSWER).
- Office of Water (OW).

These offices include the following EPA Regional Office:

- Region 1: Boston.
- Region 2: New York City.
- Region 3: Philadelphia.
- Region 4: Atlanta.
- Region 5: Chicago.
- Region 6: Dallas.
- Region 7: Kansas City.
- Region 8: Denver.
- Region 9: San Francisco.
- Region 10: Seattle.



A.4 Federal Policies and Regulations

Federal Policies and Regulations	Reference Location
Computer Security Act of 1987	http://csrc.nist.gov/groups/SMA/ispab/documents/csa_87.txt
The Privacy Act of 1974 Section 552a	http://www.justice.gov/opcl/privstat.htm
The Rehabilitation Act Section 508	http://www.access-board.gov/EPA508/guide/act.htm
Architectural and Transportation Barriers Compliance Board Electronic and Information Technology (EIT) Accessibility Standards (36 CFR part 1194)	http://www.access-board.gov/EPA508/508standards.pdf
The Fair Labor Standards Act of 1938 as amended and any applicable Executive Orders	http://www.dol.gov/whd/regs/statutes/FairLaborStandAct.pdf
U.S. Office of Management and Budget (OMB) Circular A-4, Risk Analysis	http://www.whitehouse.gov/omb/circulars_a004_a-4
OMB Circular A-11, Financial Reporting and Performance	http://www.whitehouse.gov/omb/circulars_a11_current_year_a11_toc
OMB Circular A-76, Personnel Issues	http://www.whitehouse.gov/omb/circulars_a076_a76_incl_tech_correction
OMB Circular A119, Consensus Standards	http://www.whitehouse.gov/omb/circulars/a119/a119.html
OMB Circular A-123, Internal Control Management	http://www.whitehouse.gov/omb/circulars_a123_rev
OMB Circular A-130, Information Resource Management	http://www.whitehouse.gov/omb/circulars_a130_a130trans4
OMB Circular A-131, Value Engineering	http://www.whitehouse.gov/omb/circulars_a131/
OMB Memorandum M-08-27, Guidance for TIC compliance	http://www.whitehouse.gov/sites/default/files/omb/assets/omb/memoranda/fy2008/m08-27.pdf
OMB Memorandum M-08-22, Guidance on implementing FDCC	http://www.whitehouse.gov/sites/default/files/omb/memoranda/fy2008/m08-22.pdf
OMB Memorandum M-07-24, Updated principles for Risk Analysis	http://www.whitehouse.gov/sites/default/files/omb/assets/omb/memoranda/fy2007/m07-24.pdf
OMB Memorandum M-07-11, Implementation of Commonly Accepted Security Configurations for Windows Operating Systems	http://www.whitehouse.gov/sites/default/files/omb/assets/omb/memoranda/fy2007/m07-11.pdf
OMB Guidelines for Ensuring and Maximizing the Quality, Objectivity, Utility, and Integrity of Information Disseminated by Federal Agencies	http://www.whitehouse.gov/omb/fedreg_final_information_quality_guidelines
Federal Information Security Management Act (FISMA)	http://csrc.nist.gov/drivers/documents/FISMA-final.pdf
U.S. Department of Commerce, National Institute of Standards and Technology (NIST) Special Publication (SP) 800-34	http://csrc.nist.gov/publications/nistpubs/800-34-rev1/sp800-34-rev1_errata-Nov11-2010.pdf
NIST SP 800-53, Rev. 3	http://csrc.nist.gov/publications/drafts/800-63-rev1/SP800-63-Rev1-Draft3_June2011.pdf



Federal Policies and Regulations	Reference Location
Federal Continuity Directive 1	http://www.fema.gov/pdf/about/offices/fcd1.pdf
Electronic Signatures in Global and National Commerce Act (ESIGN)	http://www.whitehouse.gov/omb/memoranda/m00-15.html
Federal Information Processing Standards	http://www.itl.nist.gov/fipspubs/
Government Information Security Reform Act	http://www.whitehouse.gov/omb/memoranda/m01-08.pdf
Government Paperwork Elimination Act (GPEA)	http://www.whitehouse.gov/omb/circulars/a130/a130.html
Information Technology Management Reform Act	http://www.whitehouse.gov/omb/memoranda/m96-20.html
OMB Memorandum on Agency Architecture Development	http://www.whitehouse.gov/omb/memoranda/m97-16.html
PDD-63 White Paper	http://fas.org/irp/offdocs/paper598.htm
Presidential Decision Directive – PDD-62	http://fas.org/irp/offdocs/pdd-62.htm
Presidential Decision Directive – PDD-67	http://fas.org/irp/offdocs/pdd/pdd-67.htm
FIPS Publications	http://csrc.nist.gov/publications/PubsFIPS.html
Section 508 Compliance	http://www.Section508.gov/index.cfm?FuseAction=content&ID=12
NARA Electronic Records Management (ERM) Guidance	http://www.archives.gov/records-mgmt/initiatives/erm-guidance.html
Homeland Security Presidential Directive (HSPD) 12	http://www.whitehouse.gov/omb/memoranda/fy2005/m05-24.pdf
Federal Electronics Challenge Executive Order 13148 of April 21, 2000 Greening the Government Through Leadership in Environmental Management	



A.5 EPA Policies and Procedures

EPA Policies and Procedures	Reference Location
EPA Data Standards	http://oaspub.epa.gov/edr/epastd\$.startup
Information Management & Information Technology Policies that apply to SP's performing work through an EPA-issued contract	http://www.epa.gov/irmpoli8/
EPA Web Guide	http://www.epa.gov/webguide/index.html
IRM Policy Manual	http://www.epa.gov/irmpoli8/archived/polman/index.html
Information Sensitivity Compendium	http://semanticcommunity.info/@api/deki/files/2555/=InformationSensitivity.pdf
EPA Draft Configuration Management Policy	Available upon request
EPA Interim Agency Network Security Policy	Available upon request
EPA Order 3210 – Physical Security Program	Available upon request
EPA Personal Property Policy and Procedures Manual	Available upon request
EPA PC Configuration Management Standard	Available upon request
Computer Security Incident Response Capability (CSIRC) Guidelines	Available upon request
EPA Order 2150.1 – Interim Agency Network Security Policy	Available upon request
National Environmental Information Systems Engineering Center (NEISEC) security plan	Available upon request
OTOP PM/ITIL Implementation Project: Change Management Process and Procedures	Available upon request
Personal Property Policy and Procedure Manual	Available upon request



A.6 Sample FFP Financial Reports

(Consider updating to match contract structure.)

CFFN-001 MDS Basic Support					
Employee	Contractor	Labor Category	Location	Current Period	Cumulative
Smith, Lee	Prime	System Admin	Franklin Court	20	60
Morris, Mickey	Prime	System Admin	Franklin Court	12	36
Doe, Jane	ABC Company	Admin Asst	Franklin Court	8	18
Pappas, Mary	Prime	Network Admin	Amel Rios North	10	30
Foster, Sean	Prime	System Admin	Amel Rios North	10	30
Frank, Bob	XY Inc.	System Admin	Amel Rios North	10	30
Total CFFN-001 Labor Hours				60	204

CFFN-002 Ad-hoc Support					
Employee	Contractor	Labor Category	Location	Current Period	Cumulative
Smith, Lee	Prime	System Admin	Franklin Court	3	9
Doe, Jane	ABC Company	Admin Asst	Franklin Court	1	3
Pappas, Mary	Prime	System Admin	Amel Rios North	2	6
Frank, Bob	XY Inc.	System Admin	Amel Rios North	2	6
Total CFFN-002 Labor Hours				8	24

TOTAL FFP CFFN LABOR HOURS				CURRENT PERIOD	CUMULATIVE
				75	225
By location: <i>Franklin Court</i>				41	123

A.7 Deliverables Matrix

The following tables list deliverables for this Task Order and their associated due dates. Deliverables not listed here but included within the text of the SOW are also required. With the exception of the deliverables due with the technical quote, the COR will return the deliverable within 10 business days of submission with comments for revision. Upon receipt of the Government's comments, the SP shall provide updated deliverables within 10 business days. Upon Government approval, the SP shall implement the plans and procedures as outlined in the schedule included in the deliverable.

The SP shall provide the following reports, SOPs and plans, by Office and location (Name of Facility/Bldg) as detailed in Appendix A.10, to the COR according to the following schedule:

	Section	Plan Deliverable	Deliverable Due Date
1	1.7.2.2	Service Usage	Usage shall be submitted in eBusiness and provided at a minimum, no later than the 7th day of the calendar month
2	4.2.2	Preventative Maintenance Schedule	As part of the technical quote and 30 calendar days after task order award.
3	4.2.3	Device Management Plan	As part of the technical quote and at the discretion of the COR 30 calendar days after Task Order award
4	4.2.4	Usage Data Collection Plan	As part of the technical quote and at the discretion of the COR 30 calendar days after Task Order award



	Section	Plan Deliverable	Deliverable Due Date
5	4.2.6	Printing Technology Refresh Design Plan	Within 60 days of Task Order award
6	4.4	Device Discovery Report	Due when optional CLIN is exercised via TO modification
7	4.5	Spend Analysis Report	Due when optional CLIN is exercised via TO modification
8	4.6	Right-Sizing and Optimization Plan	Due when optional CLIN is exercised via TO modification
9	4.7	Training Materials	Due when optional CLIN is exercised via TO modification
10	5.1.2	Phase-Out Joint Inventory Report	60 calendar days prior to the end date of Task Order
11	5.3.2	Service Provider Certification and Training Report	As part of the technical quote and at the discretion of the COR
12	5.5.1	Phase-In Plan	Due with technical quote and update due 30 calendar days after award of the Task Order
13	5.5.2	Phase-Out Plan	30 calendar days after notification of Task Order end date
14	5.5.3	Operational and Staffing Plan	Operational plan as part of the technical quote and at the discretion of the COR 5 business days after Kick-off Meeting. Staffing plan as part of the technical quote and at the discretion of the COR 30 calendar days after Task Order award
15	5.5.4	Operational Level Agreements	As part of the technical quote and at the discretion of the COR 60 calendar days after Task Order award
16	5.5.5	Quality Assurance/Quality Control Plan	As part of the technical quote and at the discretion of the COR 30 calendar days after Task Order award
17	5.6.1	Kick-off Meeting Minutes and Action Items	Within two (2) business days of the meeting
18	5.6.2	Quarterly Program Briefing	Presentation materials due to COR for review three (3) business days prior to the briefing
19	5.6.3	Program Management Meetings	As negotiated upon award and not exceed 20 meetings within the first year
20	5.6.4	Minutes	Relate to the Task Order's scope and when the government requires SP attendance at meetings. Prepared for delivery within 2 business days after the meeting
21	5.7.1	Monthly Firm Fixed Price Financial Report	The report shall be submitted, via email, on or before the 20th of each month or prior to submitting the current reporting period invoice for payment, whichever is earlier
22	5.7.2	Service Review and Improvement Recommendations Report	Due at end of the Phase-In of Task Order and on a bi-yearly basis commencing at the end of Phase-In



A.8 DSS Routing Matrix

Responsibilities \ Service Provider Responsibility are marked with an X. Items not flagged for SP are to be routed as indicated in Appendix A.18 and A25	Asset Tracking	Provisioning						Coordinate Deprovisioning	Service	
Standard Configuration PCs	X	X				X	X	X	X	
Network Printing & Copying	X		X	X		X	X	X	X	X
Non-Networked Printers	X	X	X			X		X	X	
Non-Networked Copiers and Fax Machines										
Peripherals (scanners, projectors, digital cameras)						X			X	
Blackberry			X			X	X		X	X
Mobile (Blackberrys, Smart Phones, Tablets)			X			X	X		X	X
Telephones (VoIP, ISDN/analog)			X							
Conference Phones		X	X							
Video Conference Equipment			X	X						X
Remote Access			X			X	X		X	X
Scientific Computers, PCs used as laboratory instrument controllers and associated software										
*Included via exercising optional CLINs										
Enterprise Software		X				X	X	X	X	X
Commercial of the Shelf Software			X			X			X	X
EPA Developed Software						X		X	X	X
Enterprise Accounts										
* Active Directory, Lotus Notes	X	X	X	X		X	X	X	X	X



A.9 Working Capital Fund (WCF) Codes

WCF Service Name	WCF Service Name
<u>Anytime Anyplace Access (AAA)</u>	<u>AA</u>
~ Annual Registration	<u>AC</u>
~ VPN Client Access	<u>AD</u>
~ iPass Connect	
<u>Call Center</u>	<u>CC</u>
<u>Webforms</u>	<u>DF</u>
Electronic Mail Service	<u>DG</u>
<u>Wireless Real Time Email Services</u>	<u>DW</u>
(Blackberry)	
<u>Geographic Tools: Enterprise License</u>	<u>EG</u>
<u>Correspondence Management System</u>	<u>EK</u>
Telephone Calling Card	<u>L4</u>
~ Maintenance (per month)	<u>LB</u>
~ Usage Charge (per minute)	
<u>Teleconferencing Audio Services</u>	<u>NA</u>
<u>Video TeleConferencing Services</u>	<u>NB</u>
Voice Processing Applications	<u>NC</u>
<u>Headquarters Cable and Satellite</u>	<u>TV</u>
HQ Shared Services	<u>WH</u>
HQ Dialtone and Voice Mail	<u>YA</u>
Cellular Services (Mobile Device)	<u>YC</u>
HQ Off-Premise Services	<u>YD</u>



A.10 EPA Locations

Name of Facility / Bldg	Address	City	State	Zip Code	Office	Number of Users
Franklin Court*	1099 14th Street NW	Washington	DC	20460		20
Ariel Rios North*	1200 Pennsylvania Ave NW	Washington	DC	20004	OA, OAR, OCFO, OGC, OSWER, OARM	1298
Ariel Rios South*	1200 Pennsylvania Ave NW	Washington	DC	20460	OA, OECA, OECA-OCEFT,	1031
EPA East*	1201 Constitution Ave NW	Washington	DC	20460	OCSP, OA, OITA	1137
Ronald Reagan Building*	1300 Pennsylvania Ave NW	Washington	DC	20460	ORD, OITA, OCFO, OARM	1196
EPA West*	1301 Constitution Ave NW	Washington	DC	20004	OEI, OW, OSWER, OA	1231
1310 L Street*	1310 L Street NW	Washington	DC	20460	OAR, OARM	500
Colorado Building*	1341 G Street NW	Washington	DC	20460		18
Potomac Yard*	2777 S Crystal Drive	Arlington	VA	22202	OCSP, OSWER, ORD	1276
Fort Meade	701 Mapes Road	Fort Meade	MD	20755	ORD	35
Human Studies Facility	104 Mason Farm Rd	Chapel Hill	NC	27514	ORD, OAM, OARM, OCFO, OA, OGC, OEI	47
EPA RTP Campus	109 T.W. Alexander Drive	Durham	NC	27711	ORD, OAM, OAR, OARM, OCFO, OA, OGC, OEI	2190
Reproductive Toxicology	2525 Highway 54	Durham	NC	27711	ORD, OAM, OARM, OCFO, OA, OGC, OEI	88
Grand Slam	4930 Old Page Road	Durham	NC	27711	ORD, OAM, OARM, OCFO, OA, OGC, OEI	5
Testing and Evaluation Facility	1600 Gest Street	Cincinnati	OH	45203		25
AWBERC	26 W Martin Luther King Dr	Cincinnati	OH	45268	OARM, OCFO, OA, OGC, OEI, OSWER, OW, ORD	860
Norwood	Cincinnati	Cincinnati	OH	45268		117



Name of Facility / Bldg	Address	City	State	Zip Code	Office	Number of Users
Center Hill	5995 Center Hill Drive	Cincinnati	OH	45225		36
NVFEL	2565 Plymouth Road	Ann Arbor	MI	48105	OAR	474
Large Lakes & Rivers	9311 Groh Road	Grosse Ile	MI	48138	ORD	23
Western Ecology Division	200 SW 35th Street	Corvallis	OR	97333	ORD	144
Newport Office	2111 SE Marine Science Dr	Newport	OR	97365	ORD	38
CHL and Radon Lab, Las Vegas Facility Emergency Response / Decon team	944 E Harmon Ave	Las Vegas	NV	89119	ORD, OAR, OARM, OCFO, OEI, OSWER	225
La Plaza Complex	4220 S. Maryland Parkway	Las Vegas	NV	89119	OARM, OCFO, OAR, OSWER	
Mid-Continent Ecology Division	6201 Congdon Blvd	Duluth	MN	55807	ORD	140
Robert S. Kerr Env Res Center	919 Kerr Research Drive	Ada	OK	74820	ORD	123
Ecosystems Research Division	960 College Station Road	Athens	GA	30605	ORD	130
Gulf Ecology Division	1 Sabine Island Drive	Gulf Breeze	FL	32561	ORD	121
Atlantic Ecology Division	27 Tarzwell Dr	Narragansett	RI	2882	ORD	112
NARLE/Bldg 1540	540 S Morris Ave	Montgomery	AL	36115	OAR	53
UWMB, WSWRD, NRMRL	2890 Woodbridge Avenue	Edison	NJ	8837	ORD, OSWER, OEI	37



Name of Facility / Bldg	Address	City	State	Zip Code	Office	Number of Users
NEIC- Denver	Building 25, Denver Federal Ctr	Denver	CO	80225	OECA	173
Erlanger	4900 Olympic Blvd Building A	Erlanger	KY	41018		22

* Denotes HQ Locations

Office	Mailing Address	City, ST Zip	Count
0100	5 Post Office Square, Suite 100, 15th Floor	Boston, MA 02109-3912	11
0101	150 Court St, Room 654	New Haven, CT 06510-2022	3
0200	290 Broadway (2C100), Room 1551	New York, NY 10007-1866	8
0202	441 S. Salina St. - 6 th Floor	Syracuse, NY 1320	5
0203	2890 Woodbridge Avenue, Building 238	Edison, NJ 08837	8
0204	CEPD Centro Europa Building, Suite 417; 1492 Ponce De Leon Avenue	San Juan, PR 00907-4127	2
0300	1650 Arch Street (3CE00)	Philadelphia, PA 19103-2029	11
0303	2733 S. Crystal Drive, Room N-4357	Arlington, VA 22202	3
0304	701 Mapes Road, Room E-227; Environmental Science Center	Fort George G. Meade, MD 20755-5350	2
0305	300 Virginia Street, Room 4000	Charleston, WV 25301	2
0400	61 Forsyth Street, Suite 16T90	Atlanta, GA 30303	15
0403	801 Broadway, Suite 312	Nashville, TN 37203	2
0406	3044 Bardstown Road, #249	Louisville, KY 40205-3020	2
0408	6324 Fairview Road, Suite 525	Charlotte, NC 28210	2
0409	408 N. Cedar Bluff Road, Suite 202	Knoxville, TN 37923	2
0411	One Sabine Island Drive	Gulf Breeze, FL 32561	3
0412	909 SE First Avenue, Suite 700	Miami, FL 33131	3
0413	2203 N. Lois Avenue, Suite 815	Tampa, FL 33607	2
0500	300 South Riverside Plaza, Room 1970 South	Chicago, IL 60606	12
0503	300 South 4th Street, Room 1016	Minneapolis, MN 55415	2



Office	Mailing Address	City, ST Zip	Count
0504	10 West Market Street, Suite 2030	Indianapolis, IN 46204	3
0505	7550 Lucerne Drive, Suite 305; Islander Office Park, Building One	Middleburg Heights, OH 44130	6
0506	9311 Groh Road, Room 216	Grosse Ile, MI 48138	4
0600	1445 Ross Avenue (6CID), Suite 1200	Dallas TX 75202-2733	11
0605	6100 Corporate Boulevard, Suite 350	Baton Rouge, LA 70808	6
0606	1919 Smith Street, Suite 925	Houston, TX 77002-8049	6
0700	901 North 5 th Street, Room 2284	Kansas City, KS 66101-2400	13
0701	1222 Spruce Street, Room 2.102G	St. Louis, MO 63103	3
0800	1595 Wynkoop Street	Denver, CO 80202-1129	10
0801	10 W. 15th Street, Suite 2500	Helena, MT 59626	2
0802	25 South State Street, Room 8002	Salt Lake City, UT	2
0900	75 Hawthorne Street 7 th Floor	San Francisco, CA 94105-3901	11
0904	501 "I" Street, Suite 9-800	Sacramento, CA 95814	2
0905	300 Ala Moana, Suite 7-235	Honolulu, HI 96850	3
0906	600 Wilshire Boulevard, Suite 900	Los Angeles, CA 90017-3212	6
0907	401 W. Washington St., SPC #9, Suite 415	Phoenix, AZ 85003	3
0908	610 W. Ash Street, Suite 703	San Diego, CA 92101	3
1000	1200 Sixth Avenue, Suite 900	Seattle, WA 98101-9797	10
1001	805 SW Broadway, Suite 620	Portland, OR 97204	4
1002	222 West 7th Avenue, Suite 524	Anchorage, AK 99513-7588	4
1002	800 Park Boulevard, Suite 600	Boise, Idaho 83712	2
LCD-HQ	1200 Pennsylvania Ave, NW; ARS 1202	Washington, DC 20004	14
OCEFT-IO	1200 Pennsylvania Ave, NW; ARS 1211	Washington, DC 20004	9
CSEE	1200 Pennsylvania Ave, NW; ARS 1212	Washington, DC 20004	3
RMS-HQ	1200 Pennsylvania Ave, NW; ARS 1222	Washington, DC 20004	9
CID-HQ	1200 Pennsylvania Ave, NW; ARS 1228	Washington, DC 20004	11
PAC	1200 Pennsylvania Ave, NW; ARS 2232	Washington, DC 20004	8
PIQA	1200 Pennsylvania Ave, NW; ARS 3151C	Washington, DC 20004	4
FOP-HQ	1200 Pennsylvania Ave, NW; ARS 4226	Washington, DC 20004	6
PSD	1200 Pennsylvania Ave, NW; ARS 6039	Washington, DC 20004	8



Office	Mailing Address	City, ST Zip	Count
OPS	1200 Pennsylvania Ave, NW; ARS 6202	Washington, DC 20004	9
			81
PAC-NEIC	Denver Federal Center, Building 25 ,Entrance E3	Denver, CO 80225	1
RMS-NEIC	Denver Federal Center, Building 25 ,Entrance E3	Denver, CO 80225	7
FOP-NEIC	Denver Federal Center, Building 25 ,Entrance E3	Denver, CO 80225	6
LCD-NEIC	Denver Federal Center, Building 25 ,Entrance E3	Denver, CO 80225	4
OPS-NEIC	Denver Federal Center, Building 25 ,Entrance E3	Denver, CO 80225	1
			19
FOP-RTP	109 T. W. Alexander Drive	Research Triangle Park, NC 27711	1
NSSF	2180 Perry Lane Road Suite 105	Brunswick, GA 3152	2
FLETC	1131 Chapel Crossing Road	Glynco, GA 31524	4
NCFL	Prudential Building, West Tower; 701 San Marco Boulevard, Suite 7-West	Jacksonville, FL 32207	8
CSEE-FL	400 N. Congress Ave. Suite 120	West Palm Beach, FL 33401	1
LCD-FL	US Attorney's Office	Miami, FL	1
			17



A.11 Service Level Agreements

SLA ID	Metric	Performance Standard	Surveillance Method
1	Device up-time rating	98% over a 3 month average for each supported device with no greater than 50% of devices down at a given site at one time	Tool that SP provides.
2	Break fix response time for non-critical devices	Dispatch a technician to arrive at the site requiring service within four (4) hours of notification by EPA for non-critical devices. If the response window extends past core hours from the time of notification, the remaining time shall begin at the start of the core hours for next business day.	Operational Level Agreement (OLA) between DSS and MPS.
3	Break fix response time for critical devices	Dispatch a technician to arrive at the site requiring service within two (2) hours of notification by EPA for critical devices. If the response window extends past core hours from the time of notification, the remaining time shall begin at the start of the core hours for the next business day.	Operational Level Agreement (OLA) between DSS and MPS.
4	Replacement consumables ordering/delivery	Replacement consumables should be ordered and shipped within four hours of automated alert. Delivery should reach location within one (1) business day of receipt of the consumable request.	Tool that SP Provides.
5	Call response time	Support line number shall be available from 6 a.m. to 9 p.m. eastern standard time (EST) Monday through Friday, excluding federal holidays. It shall be answered by a live person during these times. In the event a person is not available to answer a call, the user will be connected to voicemail, with live support accessible or phone call returned within 1 hour of the initial support request.	Remedy.
6	Preventative Maintenance	Preventative Maintenance should be completed within one (1) business day of approved schedule provided to COR.	Approved Preventative Maintenance Schedule.
7	Security Compliance	Vulnerability Assessment remediation must be completed within two (2) business days.	Vulnerability Assessment. Tracking sheet.
8	First-fixed time resolution	80% of all service calls are addressed by first contact or first visit.	SP ticketing system.

*Normal Duty hours for the purpose of this SOW are between 9am-6pm EST



A.12 Key Personnel

Account Manager:

The Account Manager shall be the SP's overall manager and coordinator for all tasks, activities, issues, and contractual obligations relating to each Task Order. The Account Manager shall also be the SP's single point of contact for the Government to communicate, clarify, and resolve contractual issues, and to escalate problems and issues relating to SP's performance.

Function: The Account Manager's functions and responsibilities include elements such as: resource allocation, management oversight, and providing high level management operations expertise. The Account Manager frequently provides subject matter or functional area expertise for management tasks in addition to fulfilling management responsibilities. This individual will direct, plan, organize, control and manage the project/program to ensure that all contractual obligations are fulfilled in an efficient and timely manner. He/she is assigned to complex programs involving multiple tasks, multiple performing organizations, and complex responsibilities. In addition, he/she supervises project leaders, consultants and analysts, mentors consultants and analysts, and brings knowledge, coordination, and expertise to all projects. This individual serves as the primary liaison to the Government for the SP.

Education: A bachelor's degree from an accredited college or university.

Additional Requirements: Certified Project Management Professional (PMP) through Project Management Institute, and ITIL v3 Foundation level certification prior to the due date of the RFQ. Certification number required.

General Experience: A minimum of 10 years of experience managing large projects with organizational complexity

Specific Experience: A minimum of 3 years managing contracts similar in size and scope to this SOW.



A.13 EPA Print Device Locations

Approximate Printer Counts by Location		
AARB	HP Color LaserJet 4700	8
AARB	HP Color LaserJet CM4730 MFP	8
AARB	HP Color LaserJet CP4520 Series	1
AARB	HP LaserJet P4015	19
ADA	HP Color LaserJet 4700	4
ADA	HP Color LaserJet CM4730 MFP	3
AR	HP Color LaserJet 4700	1
AR	HP Color LaserJet 4730 MFP	1
ATH	HP Color LaserJet 4700	4
ATH	HP Color LaserJet CM4730 MFP	2
ATH	HP LaserJet P4015	2
CIN	HP Color LaserJet 4700	23
CIN	HP Color LaserJet CM4730 MFP	15
CIN	HP LaserJet P4015	18
COR	HP Color LaserJet 4700	3
COR	HP Color LaserJet CM4730 MFP	3
COR	HP LaserJet P4015	5
DC	HP Color LaserJet 4700	165
DC	HP Color LaserJet 4730 MFP	3
DC	HP Color LaserJet CM4540 MFP	8
DC	HP Color LaserJet CM4730 MFP	136
DC	HP Color LaserJet CP4520 Series	6
DC	HP LaserJet 4350	1
DC	HP LaserJet P4015	241
DC	HP LaserJet P4515	3
DEN	HP Color LaserJet 4700	5
DEN	HP Color LaserJet CM4730 MFP	4
DEN	HP LaserJet P4015	8
DUL	HP Color LaserJet 4700	3
DUL	HP Color LaserJet CM4730 MFP	3
EDI	HP Color LaserJet 4700	2
EDI	HP Color LaserJet CM4730 MFP	1
FTM	HP Color LaserJet 4700	1
FTM	HP LaserJet P4015	1
GBR	HP Color LaserJet 4700	3
GBR	HP Color LaserJet CM4730 MFP	3
GRI	HP Color LaserJet 4700	2
ICC	HP Color LaserJet 4700	1
LAS	HP Color LaserJet 4700	7
LAS	HP Color LaserJet CM4730 MFP	8
LAS	HP LaserJet P4015	3



Approximate Printer Counts by Location

MON	HP Color LaserJet 4700	1
MON	HP Color LaserJet CM4730 MFP	1
MON	HP LaserJet P4015	2
NAR	HP Color LaserJet 4700	3
NAR	HP Color LaserJet CM4730 MFP	2
NAR	HP LaserJet P4015	6
NEW	HP Color LaserJet 4700	2
NEW	HP LaserJet P4015	1
RTP	HP Color LaserJet 4700	36
RTP	HP Color LaserJet CM4730 MFP	32
RTP	HP LaserJet P4015	33
VA	HP Color LaserJet 4700	44
VA	HP Color LaserJet CM4730 MFP	29
VA	HP LaserJet P4015	65

A.14 Consumables

To include but not limited to toner, drums, fuser, toner collection kits, rollers, and duplexing units. May be dependent on make and model of printer.

A.15 Other Service Providers

EZ Tech is primary Service Provider.

A.16 EPA Office Points of Contact

Office Points of Contact (as of June 26, 2010)			CTS	Program Office	
OA	Willie Abney	202-566-1366		Mike Hanson	(202) 564-1320
OAR	Rob Turnbull	202-566-1131		Reginald Slade	(202) 564-1346
OARM	Willie Abney	919-541-1364		Joe Wilson	(202) 564-2867
				Steve Settle	(202) 566-0436
OECA	Larry McMillan	919-541-1364		Don Huddleston	(202) 564-3114
				Carlos Rivera-Silva	(202) 566-2393
OEI	Larry McMillan	919-541-1364		Lisa Jones-Parra	202-566-1157
OCFO	Ron Vormwald	702-646-8960		Ganiat Aiyegoro	202-566-1798
OGC	Willie Abney	202-566-1366		Victoria Blackmond	(202) 564-1389
				Antonio Haskins	(202) 564-2433
OITA	Rob Turnbull	202-566-1131		Matilda Watkins-Hayes	(202) 564-6616
				Dennis Cunningham	(202) 564-6622
OCSP	Willie Abney	703-347-8855		Chi Tran	(202) 564-8591
				Harvey Lightner	(202) 564-2843
ORD	Rob Turnbull	513-569-7136		Keeley Knudsen	202-564-3351



Office Points of Contact (as of June 26, 2010)		CTS	Program Office
OSWER	Rob Turnbull	202-566-1131	Stephen Schmitt 202-566-0322
OW	Willie Abney	202-566-1366	Terry Howard (202) 564-0385
			Gloria Posey (202) 564-0468
			Troy Stewart (703) 308-2738
OCSP	Willie Abney	703-347-8855	William "Chris" Northern (703) 305-6478
OSWER	Rob Turnbull	703-347-8855	Stephen Schmitt 202-566-0322
ORD	Rob Turnbull	513-569-7136	Jay Kress 703-305-7448
OARM	Willie Abney	919-541-1364	Steve Settle 202-566-0436
OEI	Larry McMillan	919-541-1364	Lisa Jones-Parra 202-566-2778
OAR	Rob Turnbull	202-566-1131	Cheryl Miles/ (919) 541-0878, Roberto Morales (919) 541-0880
OAM	Larry McMillan	919-541-1364	Betty Kelley (919) 541-3044
OARM	Larry McMillan	919-541-1364	Myra Ezell/Robert Wippich (919) 541-9408, (919) 541-2991
OCFO	Ron Vormwald	702-646-8960	Jennifer Brown/Jonathan Herring (919) 541-3041, (919) 541-1326
OA/OCR	Willie Abney	202-566-1366	Myra Ezell/Robert Wippich (919) 541-9408, (919) 541-2991
OGC	Willie Abney	202-566-1366	Myra Ezell/Robert Wippich (919) 541-9408, (919) 541-2991
OEI	Larry McMillan	919-541-1364	Cathy McGuire/Susan Lundquist (919) 541-4053, (919) 541-1131
ORD	Larry McMillan	513-569-7136	John Sykes (919) 541-2953 Elroy Seegars 919-541-7865
ORD	Ron Vormwald	513-569-7136	Carl Litzinger, 850-934- Jon Richardson 9216702-798- 2601
OAR	Rob Turnbull	202-566-1131	Fidel Galano, Tracey Bradish, Amy Caldwell 734-214-4424
ORD	Ron Vormwald	513-569-7136	Tim Rowan 706-355-8080
OARM	Larry McMillan	919-541-1364	Aundair Kinney, Scott Tharp 513-569-7912
OCFO	Ron Vormwald	702-646-8960	Melissa Reeder 513-487-2009
OA/OCR	Willie Abney	202-566-1366	Milton Wiggins 513-569-7941
OGC	Willie Abney	202-566-1366	Maria Kavouras 513-487-2008
OEI	Larry McMillan	513-569-7136	Jonda Byrd 513-569-7183
OSWER	Rob Turnbull	703-347-8855	John Gilbert, Natalie Koch 513-569-7590, 513-487-2422
OW	Willie Abney	202-566-1366	Teresa Wells 513-569-7128
ORD	Ron Vormwald	513-569-7136	Dave Oberlin 513-569-7293 Rick Smith 513-569-7336
ORD	Ron Vormwald	513-569-7136	Steve Knowles 541-754-4488
OECA	Larry McMillan	919-541-1364	Valerie James 303-462-9051
ORD	Ron Vormwald	513-569-7136	Sarah Lopez 218-529-5072



Office Points of Contact (as of June 26, 2010)		CTS	Program Office	
ORD	Rob Turnbull	513-569-7136	John Sykes	919-541-2953
OEI	Larry McMillan	919-541-1364	James Maas	202-566-2778
OSWER	Rob Turnbull	703-347-8855	Sophie Kastner	732-906-6967
OCSP	Willie Abney	703-347-8855	Nishtar Saleem	703-308-8158
ORD	Ron Vormwald	513-569-7136	Sarah Lopez	218-529-5072
ORD	Ron Vormwald	513-569-7136	Carl Litzinger	850-934-9216
OAR	Rob Turnbull	202-566-1131	Fernando Gomez	702-784-8222
OARM	Larry McMillan	919-541-1364	Sheron Johnson	702-798-2413
OCFO	Ron Vormwald	702-646-8960	Shelly Norland	702-798-2499
OEI	Larry McMillan	919-541-1364	Ronald Vormwald	919-541-1364
ORD	Ron Vormwald	513-569-7136	John Richardson	702-798-2601
OSWER	Rob Turnbull	703-347-8855	Joe Lavergne	702-784-8005
ORD	Rob Turnbull	513-569-7136	Sherry Lipe	401-782-3005
ORD	Ron Vormwald	513-569-7136	Steve Knowles	541-754-4488
OAR	Rob Turnbull	202-566-1131	Roy Laporte	334-270-3466
OCSP	Willie Abney	703-347-8855	Gerry Pierce	228-688-3217
OW	Willie Abney	202-566-1366	Gloria Car	228-688-2421
	Tonya Barnes	202-566-1795		
	Vacant			

A.17 Delivery Locations

Location Code	Locations	Loading dock restrictions
AL	EPA National Air & Radiation Bldg 1540 540 S Morris Ave Montgomery, AL 36115	
CO	EPA- The National Enforcement Investigations Center Building 25, Denver Federal Ctr Door E3 Denver, CO 80225	
DC-PY	One Potomac Yard, Suite S-4823 2777 Crystal Drive Arlington, VA 22202	none, security
DC-W	USEPA West (EPA West) Suite 3353 1301 Constitution Avenue N.W. Washington, DC 20004	height, security, Navy Yard
DC-Fed Tri	USEPA Ariel Rios Building (AR) Suite 2400A 1200 Pennsylvania Avenue N.W. Washington, DC 20004	Security Do Not Leave Pallet Behind.



Location Code	Locations	Loading dock restrictions
DC 1310L	USEPA, Suite 160 1310 L Street, N.W. Washington, DC 20005	DO NOT leave pallet behind. Must take it away.
FL	EPA Gulf Ecology Division 1 Sabine Island Drive Gulf Breeze, FL 32561	
FM-MD	US EPA Ft. Meade 701 Mapes Road Ft. Meade, MB	
GA	EPA Ecosystem Research Division 960 College Station Road Athens, GA 30605	
MI-AA	U.S EPA 2000 Traverwood Dr. Ann Arbor MI 48105	Full Dock - Security
MI-GI	EPA Large Lakes & Rivers 9311 Groh Road Grosse Ile, MI 48138	Security
MN	EPA Mid-Continent Ecology Division 6201 Congdon Boulevard Duluth, MN 55804	
MS	EPA Gulf of Mexico Program Building 1106 Stennis Space Center, MS 39529	
NJ	US EPA / EIT Building 10 ORD 2890 Woodbridge Avenue Edison, NJ 08837	
NV	EPA Warehouse 3201 Sunrise Avenue Las Vegas, NV 89101	Full Dock - Security
OH	US EPA AWBERC 26 W Martin Luther King Dr Cincinnati, OH 45268	Full Dock - Security
OK	EPA Robert S. Kerr Envir. Research Center 919 Kerr Research Dr Ada, OK 74820	
OR-C	US EPA West Ecology Division 200 SW 35th Street Corvallis, OR 97333	Security
OR-N	US EPA Pacific Coastal Ecology Branch 2111 SE Marine Science Drive Newport, OR 97365	Security
RI	EPA Atlantic Ecology Division 27 Tarzwell Dr Narragansett, RI 02882	
RTP	EPA NCC Building 109 T.W. Alexander Dr. RTP NC, 27711	
R6 6MD-OE	EPA Region 6 1445 Ross Ave., Suite 1200	



Location Code	Locations	Loading dock restrictions
	Dallas TX, 75202-2750	

Agency Security Requirements for Contractor Personnel

To safeguard the EPA workforce and comply with Homeland Security Presidential Directive 12 (HSPD-12), Executive Order (E.O.) 13467, E.O. 13488 and Office of Personnel Management (OPM) regulations, the EPA requires the following:

- **For Unescorted Access for 6 Months or Less**

Contractor employees needing unescorted physical access to a controlled EPA facility¹ for 6 months or less must be determined by the EPA to be fit before being issued a physical access badge (picture ID). A fitness determination is, per E.O. 13488, a decision by an agency that an individual has or does not have the required level of character and conduct necessary to perform work for or on behalf of a federal agency as a contractor employee. A favorable fitness determination is not a decision to contract with an individual. Contractor employees must undergo, at a minimum, an FBI fingerprint check of law enforcement and investigative indices (see Section 2).

- **For Unescorted Access for More than 6 Months**

Contractor employees needing unescorted access to a controlled EPA facility for more than 6 months are required to have an HSPD-12 smart card, called an EPASS badge. Eligible contractor employees must have a completed or initiated background investigation at the National Agency Check and Inquiries (NACI) level or above, comply with all other investigative and HSPD-12-related requirements, and be determined by the EPA Personnel Security Branch (PSB) to be fit (see Section 3). “Initiated” means that all initial security requirements have been met (paperwork is completed, submitted, and PSB-approved; favorable fingerprint results have been received; funding has been provided to cover the cost of the investigation; and PSB has sent notification that the individual may begin work).

To ensure timely contract performance, the contractor must be prepared to immediately submit upon contract award the contractor employee information detailed in Section 1.c. This applies also to incumbent contractors’ employees for follow-on acquisitions. All contractor employees under a new contract are subject to the requirements in Sections 2 or 3; however, the time needed to meet security requirements may be shorter for personnel who already have a favorable fitness determination.

Contractor employees may begin work on the contract start date provided all applicable documentation in Sections 1, 2, and 3 has been received by the EPA and there is no derogatory information to preclude a favorable determination. Timely submission of contractor employees’ security forms and other required documentation is essential.

A favorable determination may be revoked at any time should the EPA discover derogatory

¹ A controlled facility is an area to which security controls have been applied to protect agency assets. Entry to the controlled area is restricted to personnel with a need for access.

information that deems a contractor employee unfit. Contractor employees deemed unfit will not be allowed to continue under the contract, and the contractor will be responsible for providing replacements acceptable to the EPA.

The EPA may make a determination of a contractor employee's fitness at any of the following points:

- When the EPA prescreens the individual's security forms. "Red flag" issues include:
 - Having been fired from a previous job or having left under unfavorable circumstances within the past 5 years (or longer, depending on the security form questions and type of investigation);
 - Failure to register with the Selective Service System (applies to male applicants born after December 31, 1959);
 - Within the past 5 years (or longer, depending on the security form questions and type of investigation), any arrest, charge, or conviction that has been upheld for violent or dangerous behavior or a pattern of arrests that demonstrates disregard for the law;
 - Illegal drug use within the previous year, or drug manufacture or other involvement for profit within the past 5 years (or longer, depending on the security form questions and type of investigation).
- When FBI fingerprint results are returned to the EPA;
- When OPM returns the individual's investigative results to the EPA;
- When the EPA becomes aware that the contractor employee may not be fit to perform work for or on behalf of a federal agency. The contractor is responsible for monitoring its employees' fitness to work and notifying the EPA immediately of any contractor employee arrests or illegal drug use.

1) Initial Contractor Requirements

This section contains the contractor's initial security requirements, which must be met before contractor employees can perform work **on-site** at EPA under this contract.

- a) The contractor must identify a point of contact (POC) and alternate POC to facilitate security processes.
- b) The contractor must ensure that all foreign nationals who will work under this contract have a valid U.S. Immigrant Visa or nonimmigrant Work Authorization Visa. The contractor must use E-Verify to verify employment eligibility as required by the FAR.
- c) The EPA requires contractor employee information for the investigative and EPASS processes. Immediately upon contract award or anytime new personnel are brought onboard, the contractor POC must log on to a secure, EPA-identified portal, create an account, and submit complete contractor employee information: Full name (as found on employment records and driver's license), Social Security number, date of birth, place of birth (city, state, country), citizenship, employee email address, EPA Program Office or Regional Office, and EPA work city and state. Note: Incomplete names, inaccurate

names, and nicknames are unacceptable and may delay contractor employees' start date. Instructions and the portal link will be provided upon contract award.

- d) EPA will provide the login information for the portal. After submission of the contractor employees' data, the Contracting Officer's Representative (COR) will notify the contractor POC if additional information or corrections are required. The COR's approval of the information triggers the investigative and EPASS processes.

2) Requirements for Contractor Employees Needing Unescorted Access for 6 Months or Less

This section contains the requirements for contractor employees who are not eligible for an EPASS badge but who need unescorted physical access. The minimum security requirement is an FBI fingerprint check.

- a) Before the contractor employee can begin work on-site at the EPA:
 - i) He/she must be fingerprinted by the EPA; arrangements will be made by the COR.
 - ii) The contractor employee must satisfactorily respond to all questions/information requests arising from the EPA's review of the fingerprint results.
 - iii) The EPA must determine that the fingerprint results are favorable.

Once all requirements in Section 2(a) are met, the COR/PO and contractor employee will be notified that the contractor employee can start work. Contractor employees will be issued a physical access badge and may work on-site at EPA. Contractor employees must sign a receipt acknowledging responsibility to safeguard the badge and surrender it when required (see Section 4.b).

3) Requirements for Contractor Employees Needing Unescorted Access for more than 6 Months

This section contains the requirements for contractor employees who are eligible for an EPASS badge and who must have, at a minimum, a NACI background investigation completed or initiated. Contractor employees needing access to sensitive information or otherwise occupying moderate or high-risk positions must undergo an investigation above the NACI level. The EPA will assign a position risk level to each position on the contract and identify which contractor employees are EPASS-eligible.

- a) EPASS-eligible contractor employees must undergo a background investigation appropriate to the risk level of the position occupied, as specified by the EPA; the minimum acceptable investigation is a NACI.
- b) Employees who have previously undergone a federal background investigation at the required level and who have worked for or on behalf of the federal government without a break in service since the investigation was completed may not need a new investigation. The EPA will verify the investigative information and notify the contractor employee and COR if a new investigation is required. If an investigation is not needed, the contractor

employee must still be fingerprinted by the EPA for an FBI fingerprint check and have favorable fingerprint results returned before beginning work on-site at EPA.

- c) Before beginning work on-site at the EPA, contractor employees who require a new background investigation must:
 - i) Complete and submit the appropriate OPM security questionnaire specified by the EPA via OPM's e-QIP system. Access to e-QIP will be provided by the EPA; the questionnaires are viewable at www.opm.gov/forms. Foreign national contractor employees must, on the security questionnaire, provide their alien registration number or the number, type, and issuance location of the visa used for entry to the United States.
 - ii) For a NACI only, also complete the OF 306, Declaration for Federal Employment, as required by OPM for any NACI and available at http://www.opm.gov/forms/pdf_fill/of0306.pdf. Contractor employees must answer questions 1-13 and 16, then sign the form on the "Applicant" line, 17a.
 - iii) Follow all instructions on the form(s), answer all questions fully, and submit signature pages as directed by the EPA.
 - iv) Be fingerprinted by the EPA; arrangements for fingerprinting will be made by the COR.
 - v) Satisfactorily respond to all questions/information requests arising from the EPA's review of the forms or fingerprint results.
 - vi) Receive favorable fingerprint results.
- d) Once all requirements in Section 3(c) are met, the COR/PO and contractor employee will be notified that the contractor employee can start work. Contractor employees may work on-site at EPA while OPM conducts the background investigation.
- e) At a time and location specified by the EPA, contractor employees must report in person for EPASS identity (ID) proofing and show two unexpired forms of identification from the lists on Department of Homeland Security Form I-9. At least one of the documents must be a valid, unexpired state or federal government-issued photo ID; non-U.S. citizens must show at least one ID from Column A on Form I-9.
- f) Before being issued an EPASS badge, contractor employees must sign a receipt acknowledging responsibility to safeguard the badge and surrender it when required (see Section 4.b). Contractor employees must meet all EPASS badge life-cycle requirements.
- g) A contractor employee has the right to appeal, in writing through the contractor POC to the COR, the denial or revocation of an EPASS badge. If the COR believes the appeal is justified, he/she will forward it to the Security Management Division (SMD). SMD's decision on behalf of the EPA will be final.

4) Ongoing Contractor Security Responsibilities

- a) The contractor POC must immediately provide updated information via the secure portal when new contractor employees are added to the contract. These contractor employees

must meet all initial investigative requirements before beginning work on-site at EPA. The contractor POC must also update information via the secure portal whenever a contractor employee leaves the contract.

- b) The contractor POC must ensure that all EPA physical access and EPASS badges are returned to the COR as soon as any of the following occurs, unless otherwise determined by the Agency: (i) when the badge is no longer needed for contract performance; (ii) upon completion of a contractor employee's employment; (iii) upon contract completion or termination.
- c) These EPA security requirements must be incorporated into all resulting subcontracts wherein contractor personnel working under the subcontract require EPA physical access.

REGIONAL PRINTERS

R1	27	11	107
R2	1	45	191
R3	16	44	94
R4	3	80	64
R5	56	30	86
R6	3	31	110
R7	18	23	304
R8	0	8	78
R9	17	0	58
R10	9	2	57
Total	150	274	1149

GS-03F-0151X, Task Order EP-G13H-00561
Attachment 4

[illegible]

CLAUSES

1. INVOICES – RTP FINANCE

(a) Invoices shall be prepared in original and at least one copy (unless specific otherwise), containing the following information: Purchase Order Number, description of commodities/services furnished, period of performance, taxpayer ID number, and amount due. Additionally, all monthly invoices shall contain, at a minimum, a list of printers used during the period of performance of the invoice. The list shall be broken down to each printer used, consumables (toners, drums, fusers, etc) used by each printer, the location of each printer used, and a print per page count for each printer used.

(b) Invoices containing costs for T&M CLINS shall comply with the invoicing requirements set forth in EPAAR 1552.232-70, Submission of Invoices (JUN 1996) Alternate I (JUN 1996).

(c) Invoices shall be submitted to the address specified in Block 21 of the Purchase Order.

(d) For status of invoice payments, contact the Financial Office: (919) 541-0616 (phone) / (919) 541-4975 (fax).

(e) The FedEx/Commercial Courier address for invoices:

US EPA, RTP-Finance
Mail Drop D143-02
4930 Page Road
Durham, NC 27703

(f) Contractors interested in checking the status of payments should use the Department of Treasury's Payment Advice Internet Delivery (PAID) system. It is located on the following website and requires registration: <http://www.fms.treas.gov/paid/index.asp>

2. OTHER DIRECT COSTS

(This applies only to CLINs issued on a T&M basis.)

Other Direct Costs (ODCs) are items which are allowable and allocable direct costs to the contract for which EPA may reimburse the contractor. Any ODCs exceeding the micropurchase threshold of \$3,000 are not authorized unless they are on the contractor's GSA Federal Supply Schedule. ODCs and their respective ceilings will be set forth in the task order modification.

3. APPROVAL OF CONTRACTOR TRAVEL

(This applies only to CLINs issued on a T&M basis.)

(a) Unless exempted from the advanced approval requirements outlined in paragraph (b) below,

any contractor travel which may be directly charged to the contract must be authorized in advance by the Task Order Contracting Officer Representative (TOCOR). Travel shall be authorized under this task order only when the travel is required to provide a direct service or specific product to the Government that is identified in the Statement of Work. The contractor shall identify the need for travel and shall clearly identify in an accompanying narrative the relationship of the travel to the direct service required by the Government. Unless/until the TOCOR specifically approves the travel, the contractor shall not bill the EPA for any travel costs incurred. Travel and associated costs for such travel (lodging, per diem, and incidental expenses) shall be allowable only in accordance with the limitations of FAR 31.205-43 and FAR 31.205-46.

(b) The advance approval of travel covered in this clause does not apply to local transportation. Local transportation, for this task order, is defined as travel within 100 miles from the contractor personnel's assigned work location for performance of the task order that does not involve an overnight stay.

(c) To obtain the approval for travel, the contractor shall submit a separate written request (via email) to the TOCOR for each instance of travel for the contractor (including subcontractors/consultants) that is contemplated as a direct charge under the task order. The request shall include (at a minimum) the following information:

(1) Individual(s) traveling. Identify position and affiliation as a contractor/subcontractor employee or authorized consultant.

(2) Description of circumstances necessitating the travel. Identify the tasks that will benefit from the travel and detail the correlation of the travel to the requirements of the statement of work.

(3) Identify the estimated cost to include a cost breakdown. Explain why this is the most cost effective means to fulfill the statement of work requirements.

(d) For approved travel, the contractor shall be reimbursed for allowable and allocable travel costs actually incurred by and paid to the contractor's employees, provided such costs do not exceed the amount that would be payable to an employee of the Environmental Protection Agency conducting the same travel while on Government business. In determining the dollar value of allowable contractor employee travel costs, the limitation of the Federal Travel Regulations effective on the date of travel will apply to contractor employees to the same extent they apply to Federal Government employees.

(e) The contractor may be required to furnish to the Contracting Officer (CO) documentary proof of every travel expenditure that exceeds twenty-five dollars (\$25), including receipts for common carrier transportation expenditures. Bona-fide lodging receipts may be required to be submitted by the contractor along with the monthly invoices.

(f) The contractor may elect to reimburse its employees for meals and incidental expenses (as defined in the Federal Travel Regulations) on a per diem basis, and the contractor will be

reimbursed for such payments. In no event shall the reimbursement allowed under this provision exceed the standard per diem for meals and incidental expenses allowable under the Federal Travel Regulations.

(g) To the maximum extent practicable, consistent with travel requirements, the contractor agrees to use the reduced air transportation and hotel/motel rates and services provided through available Government discount air fares and lodging rates for bona-fide employee travel that is otherwise reimbursable as a direct cost pursuant to this task order when use of such rates results in the lowest overall cost. The contractor shall submit a request, including pertinent information, for specific authorization to use these rates to the Contracting Officer.

(h) While on travel, contractor personnel shall clearly identify corporate affiliation at the start of any meeting. While attending EPA-sponsored meetings, conferences, symposia, etc. or while on a Government site, contractor personnel shall wear a badge which identifies the individual as a contractor employee. Contractor personnel are strictly prohibited from acting as a representative of the Agency at meetings, conferences, symposia, etc.

4. MONTHLY FIXED PRICE FINANCIAL REPORT

(This applies only to CLINs issued on a FFP basis.)

(a) The contractor shall furnish one (1) copy each, to the Task Order Contracting Officer Representative (TOCOR) and Contracting Officer (CO), of the Monthly Fixed Price Financial Report.

(b) The report shall specify financial detail for the task order labor, as provided in the format shown in Appendix 6 of the SOW, and include the following information:

(1) For the current reporting period, display: a list of prime contractor employees and each subcontractor employee and their respective labor categories, expended labor hours for the current invoicing period, and the cumulative hours expended by each individual by Contract Line Item Number (CLIN) and location set forth in Appendix 10. For subcontractor employees, also indicate the subcontractor company for which they are employed;

(2) When requested by the CO or other authorized representative, the contractor shall provide copies of individual daily job timecards or other documentation requested by the Government.

(c) The report shall be submitted, via email, to the following addressees on or before the 20th of each month or prior to submitting the current reporting period invoice for payment, whichever is earlier. Distribute reports as follows:

No. of copies	Addressee
One (1) copy	TOCOR
One (1) copy	Contracting Officer

5. TASK ORDER SPECIAL TERMS AND CONDITIONS

5.1 Notice of Clauses Incorporated by Reference

The following clauses are pertinent to this task order and are hereby incorporated by reference:

Federal Acquisition Regulation (48 CFR Chapter 1):

NUMBER =====	DATE =====	TITLE =====
52.217-8	NOV 1999	Option to Extend Services <i>Fill in: 30 calendar days prior to the expiration of the current period</i>
52.222-2*	JUL 1990	Payment for Overtime Premiums
52.227-14	DEC 2007	Rights in Data – General
52.232-7	FEB 2007	Payments under Time-and-Materials and Labor-Hour Contracts
52.232-99	AUG 2012	Providing Accelerated Payment to Small Business Subcontractors
52.245-1	JUN 2007	Government Property
52.245-9	AUG 2010	Use and Charges
52.246-4	AUG 1996	Inspection of Services – Fixed Price
52.246-6	MAY 2001	Inspection – Time-and-Material and Labor-Hour
52.252-6	MAY 2001	Authorized Deviations in Clauses <i>Fill in: (b) EPAAR, 48 CFR Chapter 15</i>

* This clause is pertinent to CLINs issued on a T&M basis and will be included in those CLINs at the time of issuance, if applicable.

Environmental Protection Agency Acquisition Regulation (48 CFR Chapter 15):

NUMBER =====	DATE =====	TITLE =====
1552.203-71	AUG 2000	Display of EPA Office of Inspector General Hotline Poster
1552.208-70	DEC 2005	Printing
1552.209-71	MAY 1994	Organizational Conflicts of Interest Alternate I
1552.209-73	JUL 1999	Notification of Conflicts of Interest Regarding Personnel
1552.211-75	APR 1984	Working Files
1552.211-79	OCT 2000	Compliance with EPA Policies for Information Resources Management
1552.223-71	MAY 2007	EPA Green Meetings and Conferences
1552.232-73*	OCT 2000	Payments —Fixed-Rate Services Contract

1552.233-70	JUL 1999	Notice of Filing Requirements for Agency Protests
1552.235-70	APR 1984	Screening Business Information for Claims of Confidentiality
1552.235-71	APR 1984	Treatment of Confidential Business Information
1552.235-79	APR 1996	Release of Contractor Confidential Business Information
1552.235-80	OCT 2000	Access to Confidential Business Information
1552.237-71	AUG 2009	Technical Direction
1552.237-76	JUN 1999	Government-Contractor Relations
		<i>Fill in: (e) (1): 3 calendar days</i>
		<i>(e) (2): 3 calendar days</i>
1552.242-71	JUL 2011	Contractor Performance Evaluations

** This applies only to CLINs issued on a T&M basis.*

5.2 Option to Extend the Term of the Contract Fixed Price (EPAAR 1552.217-77) (OCT 2000) Deviation

The Government has the option to extend the term of this contract for three (3) additional periods. If more than sixty (60) days remain in the effective period of the task order, the Government, without prior written notification, may exercise this option by issuing a task order modification. To unilaterally exercise this option within the last 60 days of the effective period, the Government must issue written notification of its intent to exercise the option prior to that last 60-day period. This preliminary notification does not commit the Government to exercising the option.

- (a) The “Period of Performance” clause will be amended as follows to cover the following periods:

See task order

- (b) During the option period(s) the contractor shall provide the services described in Attachment I (Statement of Work), except for those services which are only applicable to the Base Period.

- (c) The “Contract Line Item Number Pricing” and “Payment” clauses will be amended to reflect increased fixed prices for each option period as follows:

PERIOD	FIXED PRICE
=====	=====
Option Period 1	See task order
Option Period 2	See task order
Option Period 3	See task order

(This applies only to CLIN 0102, CLIN 0202, and CLIN 0302.)

(d) Upon exercising option periods to include, if any of the Optional Quantity CLINs (e.g., CLIN 102A, CLIN 102B, etc.) are authorized, , the print per page quantities, printer type, and printer location will be specified using the Regional Printers outlined in Attachment IX of the Request for Quote (RFQ) and the EPA locations outlined in Appendix 10 of the SOW.

5.3 Indirect Costs (EPAAR 1552.242-70) (APR 1984)

(This applies only to ODCs under CLINs issued on a T&M basis.)

(a) In accordance with paragraph (d) of the “Allowable Cost and Payment” clause, the final indirect cost rates applicable to this contract shall be established between the contractor and the appropriate Government representative (EPA, other Government agency, or auditor), as provided by FAR 42.703–1(a). EPA's procedures require a Contracting Officer determination of indirect cost rates for its contracts. In those cases where EPA is the cognizant agency (see FAR 42.705–1), the final rate quote shall be submitted to the cognizant audit activity and to the following designated Contracting Officer: Environmental Protection Agency, Chief, Cost Policy and Rate Negotiation Branch (3804F), Cost Advisory and Financial Analysis Division, Washington, DC 20460.

Where EPA is not the cognizant agency, the final rate quote shall be submitted to the above-cited address, to the cognizant audit agency, and to the designated Contracting Officer of the cognizant agency. Upon establishment of the final indirect cost rates, the contractor shall submit an executed Certificate of Current Cost or Pricing Data (see FAR 15.406–2) applicable to the data furnished in connection with the final rates to the cognizant audit agency. The final rates shall be contained in a written understanding between the Contractor and the appropriate Government representative. Pursuant to the “Allowable Cost and Payment” clause, the allowable indirect costs under this contract shall be obtained by applying the final agreed upon rate(s) to the appropriate bases.

(b) Until final annual indirect cost rates are established for any period, the Government shall reimburse the contractor at billing rates established by the appropriate Government representative in accordance with FAR 42.704, subject to adjustment when the final rates are established. The established billing rates are currently as follows:

Cost Center	Period	Rate	Base
*	*	*	Other Direct Cost(s) (ODC) under T&M CLINs

* To be inserted by the government at time of award.

These billing rates may be prospectively or retroactively revised by mutual agreement, at the request of either the Government or the contractor, to prevent substantial overpayment or underpayment.

(c) Notwithstanding the provisions of paragraphs (a) and (b) of this clause, ceilings are hereby established on indirect costs reimbursable under this contract. The Government shall not be obligated to pay the contractor any additional amount on account of indirect costs in excess of the ceiling rates listed below:

Cost Center	Period	Rate	Base
*	*	*	Other Direct Cost(s) (ODC) under T&M CLINs

* To be inserted by the government at time of award.

5.4 Key Personnel (EPAAR 1552.237-72) (APR 1984)

(a) The contractor shall assign to this task order the following key personnel:

As stated in contractor's proposal dated January 14, 2013

(b) During the first ninety (90) days of performance, the contractor shall make no substitutions of key personnel unless the substitution is necessitated by illness, death, or termination of employment. The contractor shall notify the Contracting Officer within 15 calendar days after the occurrence of any of these events and provide the information required by paragraph (c) of this clause. After the initial 90-day period, the contractor shall submit the information required by paragraph (c) to the Contracting Officer at least 15 days prior to making any permanent substitutions.

(c) The contractor shall provide a detailed explanation of the circumstances necessitating the proposed substitutions, complete resumes for the proposed substitutes, and any additional information requested by the Contracting Officer. Proposed substitutes should have comparable qualifications to those of the persons being replaced. The Contracting Officer will notify the contractor within 15 calendar days after receipt of all required information of the decision on substitutions. This clause will be modified to reflect any approved changes of key personnel.

5.5 Warranty of Services (FAR 52.246-20) (MAY 2001)

(a) *Definition.* "Acceptance," as used in this clause, means the act of an authorized representative of the Government by which the Government assumes for itself, or as an agent of another, ownership of existing and identified supplies, or approves specific services, as partial or complete performance of the contract.

(b) Notwithstanding inspection and acceptance by the Government or any provision concerning the conclusiveness thereof, the contractor warrants that all services performed under this delivery order will, at the time of acceptance, be free from defects in workmanship and conform to the requirements of this delivery order. The Contracting Officer shall give written notice of any defect or nonconformance to the contractor ***within 30 days from the date of request for payment received for services rendered.*** This notice shall state either—

(1) That the contractor shall correct or reperform any defective or nonconforming services; or

(2) That the Government does not require correction or reperformance.

(c) If the contractor is required to correct or reperform, it shall be at no cost to the Government, and any services corrected or reperformed by the contractor shall be subject to this clause to the same extent as work initially performed. If the contractor fails or refuses to correct or reperform, the Contracting Officer may, by contract or otherwise, correct or replace with similar services and charge to the contractor the cost occasioned to the Government thereby, or make an equitable adjustment in the contract price.

(d) If the Government does not require correction or reperformance, the Contracting Officer shall make an equitable adjustment in the contract price.

5.6 Submission of Invoices Alternate I (EPAAR 1552.232-70) (JUN 1996) Deviation

(This applies only to CLINs issued on a T&M basis.)

In order to be considered properly submitted, an invoice or request for contract financing payment must meet the following contract requirements in addition to the requirements of FAR 32.905:

(a) Unless otherwise specified in the contract, an invoice or request for contract financing payment shall be submitted as an original and five copies. The Contractor shall submit the invoice or request for contract financing payment to the following offices/individuals designated in the contract: the original and two copies to the Accounting Operations Office shown in Block 21 on the cover of the contract; two copies to the Task Order Contracting Officer Representative (the Task Order Contracting Officer Representative may direct one of these copies to a separate address); and one copy to the Contracting Officer and/or Contract Specialist.

(b) The Contractor shall prepare its invoice or request for contract financing payment on the prescribed Government forms. Standard Forms Number 1034, Public Voucher for Purchases and Services other than Personal, shall be used by contractors to show the amount claimed for reimbursement. Standard Form 1035, Public Voucher for Purchases and Services other than Personal—Continuation Sheet, shall be used to furnish the necessary supporting detail or additional information required by the Contracting Officer. The Contractor may submit self-designed forms which contain the required information.

(c)(1) The Contractor shall prepare a contract level invoice or request for contract financing payment in accordance with the invoice preparation instructions identified as a separate attachment in Section J of the contract. If contract work is authorized by individual delivery orders, the invoice or request for contract financing payment shall also include a summary of the current and cumulative amounts claimed by cost element for each delivery order and for the

contract total, as well as any supporting data for each delivery order as identified in the instructions.

(2) The invoice or request for contract financing payment that employs a fixed rate feature shall include current and cumulative charges by contract labor category and by other major cost elements such as travel, equipment, and other direct costs. For current costs, each cost element shall include the appropriate supporting schedules identified in the invoice preparation instructions.

(3) The charges for subcontracts shall be further detailed in a supporting schedule showing the major cost elements for each subcontract. The degree of detail for any subcontract exceeding \$5,000 is to be the same as that set forth under (c)(2).

(4) The charges for consultants shall be further detailed in the supporting schedule showing the major cost elements of each consultant. For current costs, each major cost element of the consulting agreement shall also include the supporting schedule identified in the invoice preparation instructions.

(d) Invoices or requests for contract financing payment must clearly indicate the period of performance for which payment is requested. Separate invoices or requests for contract financing payment are required for charges applicable to the basic contract and each option period.

(e)(1) Notwithstanding the provisions of the clause of this contract at FAR 52.216-7, Allowable Cost and Payment, invoices or requests for contract financing payment shall be submitted once per month unless there has been a demonstrated need and Contracting Officer approval for more frequent billings. When submitted on a monthly basis, the period covered by invoices or requests for contractor financing payments shall be the same as the period for monthly progress reports required under this contract.

(2) If the Contracting Officer allows submissions more frequently than monthly, one submittal each month shall have the same ending period of performance as the monthly progress report.

(3) Where cumulative amounts on the monthly progress report differ from the aggregate amounts claimed in the invoice(s) or request(s) for contract financing payments covering the same period, the contractor shall provide a reconciliation of the difference as part of the payment request.

5.7 Government Property (EPAAR 1552.245-70)

(a) The contractor shall not fabricate or acquire, on behalf of the Government, either directly or indirectly through a subcontract, any item of property without prior written approval from the Contracting Officer. If the Contracting Officer authorizes the contractor to acquire and/or fabricate equipment for use in the performance of this delivery order, the equipment shall be subject to the provisions of the "Government Property" clause and listed on the delivery order via modification.

(b) The Government will provide the item(s) of Government property to the contractor for use in the performance of this task order as outlined in the statement of work. This property shall be used and maintained by the contractor in accordance with the provisions of the “Government Property” clause:

The “EPA Contract Property Administration Requirements” provided below apply to this contract.

U.S. Environmental Protection Agency
Contract Property Administration Requirements

1. *Purpose.* This document sets forth the requirements for the U.S. Environmental Protection Agency (EPA) contractors performing Government property management responsibilities under EPA contracts. These requirements supplement those contained in the Government Property clause(s) and Part 45 Government Property of the Federal Acquisition Regulation (FAR).

2. *Contract Property Administration (CPA)*

a. *EPA Delegation.* EPA delegates all contract property administration to the EPA Contract Property Coordinator (CPC). The delegations apply to all EPA contracts issued with or that have the potential to receive, purchase or acquire Government Property or include the Government Property clauses. In addition to administering all contract property, the CPC provides technical expertise and assistance to the Contracting Officer (CO) and Task Order Contracting Officer Representative (TOCOR) to Government Property.

b. *Disagreements.* Notwithstanding the delegation(s), as necessary, the Contractor may contact the CO. In the event of a disagreement between the Contractor and the CPA or the CPC the Contractor should seek resolution from the CO.

3. *Requests for Government Property.* In accordance with FAR 45.102, the Contractor shall furnish all property required for performing Government contracts. If a Contractor believes that Government property is required for performance of the task order, the Contractor shall submit a written request to the CO. At a minimum, the request shall contain the following elements:

- a. Contract/Task Order number for which the property is required.
- b. An item(s) description, quantity and estimated cost.
- c. Certification that no like contractor property exists which could be utilized.
- d. A detailed description of the task-related purpose of the property.
- e. Explanation of negative impact if property is not provided by the Government.

f. Lease versus purchase analysis shall be furnished with the request to acquire property on behalf of the Government, with the exception of requests for material purchases. The Contractor

may not proceed with acquisition of property on behalf of the Government until receipt of written authorization from the Contracting Officer.

4. *Transfer of Government Property.* The Contracting Officer initiates the transfer of the government property via a modification to the task order. The transferor (EPA or another Contractor) shall provide to the transferee, the receiving Contractor, the information needed to establish and maintain the property records required of FAR 52.245–1, as well as all of the applicable data elements required by Attachment I of this clause. The transferee, the receiving Contractor, should perform a complete inventory of the property before signing the acceptance document for the property. Accountability will transfer to the receiving Contractor upon receipt and acceptance of the property, in accordance with FAR 45.106.

5. *Records of Government Property.*

a. In accordance with FAR 52.245–1, the Contractor shall create and maintain records of all Government property, regardless of value, including property provided to and in the possession of a subcontractor. Material provided by the Government or acquired by the Contractor and billed as a direct charge to the contract is Government property and records must be established as such.

b. Support documentation used for posting entries to the property record shall provide complete, current and auditable data. Entries shall be posted to the record in a timely manner following an action.

c. When Government property is disclosed to be in the management and/or control of the Contractor but not provided under any contract, the Contractor shall record and report the property in accordance with FAR 52.245–1.

6. *Inventories of Government Property.* The Contractor shall conduct a complete physical inventory of EPA property at least once per year. The Contractor shall report the results of the inventory, including any discrepancies, to the CO. Reconciliation of discrepancies shall be completed in accordance with the schedule negotiated with the CO. See section 10 herein, Contract Closeout, for information on final inventories.

7. *Reports of Government Property.* EPA requires an annual summary report, for each contract, by contract number, of Government property in the Contractor's possession. The annual summary is due as of September 30th of each year, and upon contract termination or expiration.

a. For each classification listed on the EPA Property Report form, with the exception of material, the Contractor shall provide the total acquisition cost and total quantity. If there are zero items in a classification, or if there is an ending balance of zero, the classification must be listed with zeros in the quantity and acquisition cost columns.

b. For material, the Contractor shall provide the total acquisition cost only.

c. The reports are to be received at EPA by the CPC by October 5th of each year.

d. Distribution shall be as follows:

Original to: CPC
One copy: CO

e. The Contractor shall provide detailed reports on an as-needed basis, as may be requested by the CO or the CPC.

8. *Disposition of Government Property.* The disposition process is composed of three distinct phases: identification, reporting, and final disposition.

a. *Identification.* The disposition process begins with the Contractor identifying Government property that is no longer required for contract performance. Effective contract property management systems provide for identification of excess as it occurs. Once Government property has been determined to be excess to the accountable contract, it must be screened against the Contractor's other EPA contracts for further use. If the property may be reutilized, the Contractor shall notify the CO in writing. Government property will be transferred via contract modifications to other contracts only when the COs on both the current contract and the receiving contract authorize the transfer.

b. *Reporting.* Government property shall be reported in accordance with FAR 52.245-1. The Standard Form, SF 1428, Inventory Disposal Schedule, provides the format for reporting excess Government property. Instructions for completing and when to use the form may be found at FAR 52.245-1(j). Forward the completed SF 1428 to the CPC. The SF 1428 is available at <http://www.arnet.gov/far/current/html/FormsStandard54.html>. Superfund property must contain a Superfund notification and the following language must be displayed on the form: "Note to CO: Reimbursement to the EPA Superfund is required."

c. *Disposition Instructions.*

(i) *Retention.* When Government property is identified as excess, the CO may direct the Contractor in writing to retain all or part of the excess Government Property under the current contract for possible future requirements.

(ii) *Return to EPA.* When Government property is identified as excess, the CO may direct the Contractor in writing to return those items to EPA inventory. The Contractor shall ship/deliver the property in accordance with the instructions provided by the CO.

(iii) *Transfer.* When Government property is identified as excess, the CO may direct the Contractor in writing to transfer the property to another EPA Contractor. The Contractor shall transfer the property by shipping it in accordance with the instructions provided by the CO. To effect transfer of accountability, the Contractor shall provide the recipient of the property with the applicable data elements set forth in Attachment I of this clause.

(iv) *Abandonment.* Abandoned property must be disposed of in a manner that does not endanger the health and safety of the public. The CO shall notify the Contractor in writing of those items EPA would like to retain, have returned or transferred to another EPA Contractor. The Contractor shall update the Government property record to indicate the disposition of the

item and to close the record. The Contractor shall also obtain either a signed receipt or proof of shipment from the recipient. The Contractor shall notify the CO when all actions pertaining to disposition have been completed. The Contractor shall complete an EPA Property report with changes, to include supporting documentation of completed disposition actions and submit it to the CPC.

9. *Decontamination.* In addition to the requirements of the “Government Property” clause and prior to performing disposition of any EPA Government Property, the Contractor shall certify in writing that the property is free from contamination by any hazardous or toxic substances.

10. *Contract Closeout.* The Contractor shall complete a physical inventory of all Government property at contract completion and the results, including any discrepancies, shall be reported to the CO. In the case of a terminated contract, the Contractor shall comply with the inventory requirements set forth in the applicable termination clause. The results of the inventory, as well as a detailed inventory listing, must be forwarded to the CO. The Contractor shall update all property records to show disposal action. The Contractor shall notify the CO, in writing, when all work has been completed under the contract and all Government property accountable to the contract has been disposed. The Contractor shall complete a FINAL EPA Property report with all supporting documentation to the CPC.

Attachment I. *Required Data Element* —In addition to the requirements of FAR 52.245–1(f)(vi), Reports of Government Property, the Contractor is required to maintain, and report the following data elements for EPA Government property (all elements are not applicable to material): Name and address of the administrative Contracting Officer; Name of the Contractor representative; Business type; Name and address of the contract property coordinator; Superfund (Yes/No); No. of Subcontractor/Alternate

5.8 Designation of Property Coordinator

The contract property coordinator:

Karen Murray
Environmental Protection Agency
1200 Pennsylvania Ave., NW
Mail Code: 3204R
Washington, DC 20460
Phone: 202-564-2539
Email: murray.karen@epa.gov

The CPC is the Contracting Officer's designated representative on property matters. The contractor shall furnish all required information on property to the contract property coordinator.

5.9 Government Furnished Data (EPAAR 1552.245-71)(SEP 2009)

(a) The Government shall deliver to the Contractor the Government-furnished data described in the contract. If the data, suitable for its intended use, is not delivered to the Contractor, the

Contracting Officer shall equitably adjust affected provisions of this contract in accordance with the "Changes" clause when:

- (1) The Contractor submits a timely written request for an equitable adjustment; and
- (2) The facts warrant an equitable adjustment.

(b) Title to Government-furnished data shall remain in the Government.

(c) The Contractor shall use the Government-furnished data only in connection with this contract.

(d) The following data will be furnished to the Contractor on or about the time indicated:

To be determined at the time of task order award and/or at the time the work is ordered.

5.10 Tax

The Federal Government is exempted from paying state and local taxes. The tax exempt number is 52-085-2695. See Attachment VII, Contractor Certifications, for Representation by Corporations Regarding a Felony Conviction under Federal Law or Unpaid Tax Liability and Unpaid Federal Tax Liability & Felony Criminal Violation certifications to be submitted with the contractor's quote

5.11 Clauses Incorporated by Reference (FAR 52.252-2) (FEB 1998)

The resulting order incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this/these address(es):

<http://www.arnet.gov/far/>

<http://farsite.hill.af.mil/reghtml/regs/other/epaar/epaar1toc.htm>